



Transformation masterclass

The art of dealing with change well

It was a pleasure meeting you all at your CHEC Masterclass.

Please find attached the summary of your emotional responses to the change game, and the strategies you created for helping you to deal with the six rules of change.

You will see that your responses to the game could be applied to almost any change and you might want to use this list to help you the next time you are planning for change.

You may also choose to share the six rules and develop a set of guidelines, as a Practice team, to help you work together to manage change; or you may just want to use these again as a reminder when you are preparing for change.

I hope you enjoyed the session and found it valuable. If you have any questions about the session, change, leadership or team development, please feel free to contact me.

With best wishes

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LIGHTHOUSE
DEVELOPMENT - TALENT MANAGEMENT - COACHING



These were your emotional responses to the 'change game' taken from the post-it notes you completed

You can see that these are common experiences people have when facing change. When planning your next small or large change, use this list as a reminder of what people may be going through to help you prepare your communication and implementation

- Embarrassed
- Silly
- Uncomfortable
- Anxious
- Bit unnerving
- Unsure
- Awkward
- Vulnerable
- Out of comfort zone
- Challenged
- Self-conscious
- Panic
- Uncomfortable looking at someone
- Uncomfortable being looked at
- Apprehensive
- Rude
- A bit naked
- Stress
- Doubt
- Wondering what next?
- Invading privacy

- What to change first?
- Quick think for what to change first time was ok, second time - ??? what to change – pointless changes, run out of ideas
- What could I change that was the least inconvenient?
- Difficult to decide what to change
- Change the easy things first
- Thinking on my feet, rushing, not enough time, not completing the job
- Deciding what changes would be beneficial, remembering the 'new' small changes easy, more changes more difficult

- Weird
- Tentative
- Relief
- Revealing
- Impression making
- Tested my willingness to think outside of the box
- Raise awareness

- Why are we doing this?
- What is the purpose?
- Pointless
- Were the changes worth it?
- Perplexed
- Puzzled
- Unsure of reasons behind the change
- Not keen

- Enjoyment
- Funny
- Amused
- Entertained
- Engaged
- Challenged
- Smiling
- Laughter
- Fun
- Funny
- improvisation

- Too much change, it's not possible
- Challenging to find more than 10
- Too many
- Problems with physically being able to do this
- Need help
- How can we change more?
- Don't want to change something as harder to change back if you need to



6 Rules of Change

These are the strategies you created in your working groups

Rule	1 thing you can do to help yourself	1 thing you can ask others to do to help you	1 thing you can do to help others
1. People do not resist change, they resist the removal of control	Understand the rationale for the change	Ask others to be supportive & patient (slap me if I become hysterical!) Trust me	Communicate – include people and be honest
2. Change provokes strong emotions which are either expressed or suppressed	Talk it through with other informed/suitable people	Ask for advice/clarification and discussion	Communication – be positive, give reasons/ explanation, be honest, involved
3. Change causes individual and often surprising reactions	Notice how you are feeling and talk it through with others	Ask others to keep communicating and discussing the changes	Communicate, discuss, give plenty of time for people to share
4. People will either focus on what they will lose or what they will gain	Communication (to yourself). Work it out first. Turn negatives into positives	Ask others to involve us and engage in discussion about what the changes will mean	Regular communication and updates and help people see gains and deal with loss
5. People take time to work out whether they have the internal resources they need	Have clear goals, ambitions/aspirations. Do a skills audit. Look to the 'shop steward' – the person we trust	Ask for honest 360 degree feedback	Find the ones (people) that see the positives and give them a voice
6. People will revert to old behaviours unless they have the will or support to maintain the change	Develop confidence and self-motivation in the new behaviours – practice them	Ask for honest feedback and ongoing support and encouragement to stick to the new ways	Bring others along with regular, consistent monitoring, feedback and encouragement