



Stages of change

Leadership Dimensions **Leading with care**

The Change Curve is a variation based on a study undertaken by Elizabeth Kubler-Ross in the 1960s.

Denial > Resistance > Exploration > Commitment

Everyone can feel emotions as they go through change. Most people move progressively through 4 stages of change.

Remember these emotions / stages of change will impact you too.

What to do

1. **Mark on the Stages of change model where your team is** using the stage descriptions to determine your team's stage.

Resistance

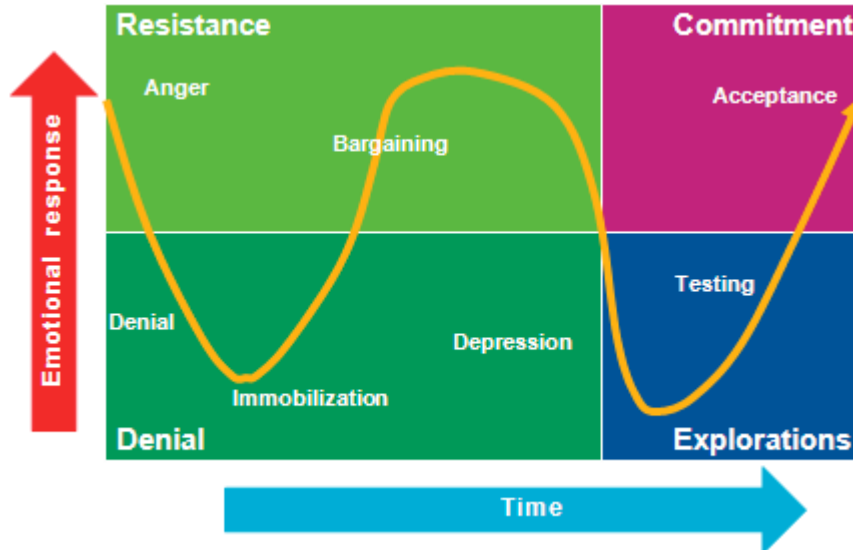
'They can't do this'

- Anger and blame
- Anxiety and depression
- Active obstruction

Denial

'It won't happen'

- Withdrawal
- "Business as usual"
- Focus on past
- Activity without result



Commitment

'What do I need to do?'

- Coordinated efforts
- Proactive input
- Committed: looking for the next challenge

Explorations

'Maybe I have options'

- Energy and new ideas but lack of focus
- Confusion, still learning

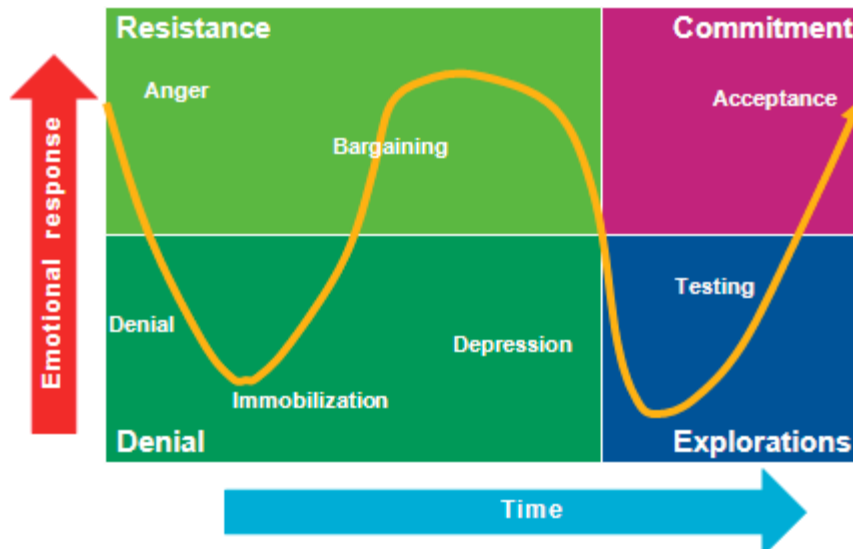
2. **Identify actions you can take to move your team forward and shorten the duration of the change cycle** using the Stages of change model as an Appropriate Leadership Responses matrix.

Resistance

- Listen and acknowledge feelings
- Respond empathetically and encourage support
- Address concerns

Denial

- Provide information
- Explain expectations and advise on adjusting to change
- Provide time
- Discuss further result



Commitment

- Set long-term goals
- Concentrate on team building
- Create a mission statement
- Create champions

Explorations

- Focus on priorities
- Provide training
- Set short-term goals
- Conduct brainstorming, visioning and planning sessions