THREE BEHAVIORS
NECESSARY FOR CHANGE

DESIGN GROUP International™

Change is our constant companion. Yet it is one of the most difficult and challenging things we face. Courage, curiosity, and trust are three behaviors that can help you approach, embrace, and engage change.

BEHAVIOR 1: COURAGE

Change asks you to let go of things and grab on to what is emerging. Otto Scharmer's concept of Theory U puts it this way: change requires both "letting go" and "letting come."

Letting go of what you know can be scary. It's the point where doubt can creep in, when you want to reach back for the familiar. Reaching back is one of our most basic human instincts. It's our desire for safety and security. Crossing that point take courage and allows what is coming to emerge and take shape.

It sounds easy, but it's not a small thing, because you don't often know what specifically will be coming. Courage allows you to take the next step of letting go so you can make space for new things to come.

Courage allows you to be open to what change can bring for you and your organization.

BEHAVIOR 2: CURIOSITY

When change happens, there is a lot of 'new.' Courage is being willing to step into the new. Curiosity is being open to what you might find there.

Working with a board that was struggling with a new governance model, I posed a question of a parent in the room: What changed when your third child was born? "EVERYTHING," he said. "How we parent, how we cook, how we leave the house! My wife and I had to regroup and think of new ways of doing things!" EXACTLY.

The board started asking "what if" questions. They became curious!

Being curious means expecting new things to happen, anticipating them, and approaching them with a sense of openness, wonder, and possibility.

Where might change take you?

BEHAVIOR 3: TRUST

Developing trust, both in yourself and with others, can help you embrace change instead of resisting it. And building trust always, without exception, requires vulnerability.

I recently worked with a chief executive who trusts her own voice - it's helped her navigate difficult conversations, build her organization, and work well with her board. During the development of the organization's strategic plan, this same executive needed to trust others as well as herself. So she engaged her leadership team in a nontraditional conversation, asking them to help her identify her blind spots.

What happened in that conversation surprised her. Because she was willing to be vulnerable, her team mirrored that vulnerability, sharing their own blind spots, their own hopes and fears. Vulnerability built trust and that team went deeper than they'd ever gone before.

Trusting in the process you choose to guide change is important too. Taking the time to develop a sound process for addressing change builds that trust.

At Design Group International, we've learned that a process based on inquiry is essential. By posing questions to leaders, we uncover together what is at the heart of their desire for change and what they hope to achievethrough it.

When everyone is clear on the "why" of a change process, trust grows.

Courage, curiosity, and trust are a powerful trio that can help you approach, embrace, and engage change.

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LET'S CONTINUE THE CONVERSATION

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