

Change is easy, transition is hard

Patrick Lencioni

People like change and want to improve, but the transition through that change can be messy and emotional. It is important to understand that both positive and negative change incur the same amount of loss. By understanding this and recognising the areas we feel loss, we are able to choose our response and navigate the transition.

7 losses

The first step into transition is to understand and identify the different types of losses. This could be any combination or all of the below.

Loss of identity

Have you lost a sense of who you are?

Loss of turf

Is there a physical space or an area of ownership that you feel has been imposed upon?

Loss of structure

Has this change affected any of your routines?

Loss of control

Is there an area where you previously felt like you had control and that is no longer the case?

Loss of future

Has the vision for your future altered due to this change?

Loss of attachment

Have you lost a sense of connectedness with something/someone that is important to you?

Loss of meaning/purpose

Has your reason for getting out of bed in the morning been questioned or challenged?

Responding to the loss

Once the losses that you are experiencing have been identified, you get to make a choice as to how you respond. By responding to the losses it empowers you to take action and move things within your control.

Restore

Could you return to the way it was?

Redesign

Do you need to redesign what it looks like?

Replace

Can you find something similar somewhere else?

Relinquish

Can you let this go?

Ceremonialise the change

Once you have chosen how you are going to respond, it is important to create a clear distinction between the old and the new. You can do this by having a ceremony. Have some fun with it!

Key questions to ask:

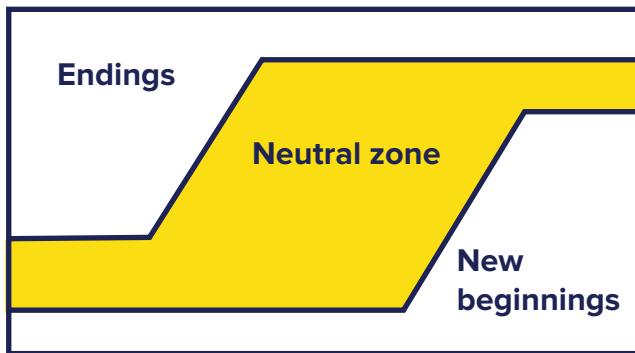
What type of loss am I experiencing?

How do I choose to respond?

How can I signify the change?

People like change, but transition is hard. This model unpacks the uncomfortable middle part of the transition, the neutral zone, and shows you how to navigate it.

Transition model



The neutral zone is the period during which people have let go of the old ways but have not yet fully adapted to the change.

When someone reaches the neutral zone there is often a sense of ‘buyers remorse’ where people can start to second guess the change. It’s important to remember that while this is the period with the most uncertainty and doubt, it is also the period where the most innovation and growth occurs.

Showing *care and concern* to those people who are navigating the uncertainty of neutral zone is the essential first step.

In order to work through the neutral zone, the person needs:

The Four P’s

1. Purpose

Remind yourself and others why they have made this change and why it is a good thing.

2. Picture

Creating an image of what it could be, a successful future state.

3. Plan

Create a step-by-step plan for people to buy in and contribute to. This will help you see where you are going and how you will get there.

4. Part

What role do you play in the plan? Knowing your part helps to give control back. Players on the field are happier than those on the sideline.

After working through this model, you will move to the new beginning and feel comfortable and positive about the change.

Key questions to ask:

Are you in the neutral zone now?

If so, how can you use this model to move forward?