



# TOOL KIT



THE WILKINS GROUP

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## Change—The Beat Goes On

Change designers frequently plan, with little concern, how a specific change will affect people, or what people will have to do to make things work. Change, whether professional or personal, involves dealing with endings.

Recently, I downsized my large family home for a smaller condo. Intellectually I knew it would be a huge effort and a very big lifestyle change. I wasn't totally prepared for the emotional impact the move had.

The experience reinforced critical components of change management:

- Have a specific plan for getting from here to there and allow for contingencies
- Clarify what is ending and what is not
- Decide what will change and what will stay the same
- Acknowledge the losses, whatever they are
- Expect and accept mourning from those affected, including yourself
- Create incentives to act in new ways
- Use ceremony and symbolism to gain closure

There is definitely an emotional cycle associated with change, expressed or unexpressed, planned or unplanned, voluntary or involuntary. Creating a plan for managing both change and transition will help an organization and those affected become comfortable and effective in the new situation.

Is your organization experiencing the throes of change and transition? Call us. We'd be pleased to give you guidance that will make a difference.

Certified Performance Technologist



The Certified Performance Technologist (CPT) designation is awarded by the International Society for Performance Improvement to individuals whose work demonstrates their ability to get results by systematically identifying and removing barriers to performance.

### ***The Wilkins Group***

Providing Tools for Productive Workplaces

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