

UNIVERSITY *of* WASHINGTON

Total Talent Management

# Leading and Managing Change Part Two

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***BE BOUNDLESS***



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## Keep the Lines of Communication Open

Always be available during the change process. Before the change prepare your friends and family that you may not be available for social events. Reassure your team that you are there for them and you are here to provide them with the necessary resources to lead them through the change.



Stress to them that you are available and focused on keeping the communications lines open.

Always be aware of rumors, they will happen before during and after the change. Do not ignore any rumor, put out honest and clear communication as soon as possible. Reassure your team that if they hear a rumor to seek out more information from a reliable source.

Remind them that spreading rumors helps no one and will causes more harm than good.

## Coping with Pushback

Not everyone will agree on the change. Keep in mind that these types of feelings are normal as people generally do not enjoy change and are sometimes made nervous by it. You will likely encounter pushback and resistance by a number of team members. Provide facts and data to show why the change is happening and reassure them the need and benefits of the change. These types of individuals are best suited to be educated about the change with information.

If you are encountering an extreme case of pushback, provide them with some choices that still fall within the spectrum of the intended change. They should then feel more involved in the process and it will help alleviate the negative mindset they may be experiencing.

## Suggested Activity

Consider doing the following activity with your team.

<b>Estimated Time</b>	10 minutes
<b>Topic Objective</b>	To encounter negative reactions to change.
<b>Topic Summary</b>	Not everyone will agree on changing so providing them with facts and information is the best way to confront the negativity.
<b>Materials Required</b>	Worksheet: Handling Pushback
<b>Planning Checklist</b>	None
<b>Recommended Activity</b>	Have the participants complete the worksheet individually. In debrief, ask: What additional notes or thoughts were gathered during the exercise?

## Worksheet: Handling Pushback

Come up with some facts and data to give the employee to help them understand the importance and reason for the change.

- An employee feels that the upcoming change in the way that widgets are being produced is a waste of time.

Solution: \_\_\_\_\_

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- An employee sees the benefits of changing the workflow, but feels it will only have a minor improvement on production and does not think it is worth the time and money to change.

Solution: \_\_\_\_\_

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Additional Notes: \_\_\_\_\_

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## Further Study

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To learn more about change management, consider our in-person offerings such as, [Navigating Change in a Complex World](#), and [Courageous Collaboration](#). Further trainings to develop Organizational Excellence will be shared here in the Leadership Café, on all of the competencies found in our [Competency Guide](#). Subscribe now to [The Learning Lab](#), an online platform featuring Business Skills & Productivity, Leadership Development, and Office 365, powered by Skillsoft Percipio and customized for UW learners.