Tips for Helping Others Navigate Change

Things leaders can do to equip team members to handle change more effectively:

- Help them understand the business need for the change and the consequences or risks of not changing

- Be supportive and listen – validate their feelings by acknowledging their pain and anger; people want to be heard, so demonstrate you're trying to understand their concerns

- Create forums for open, two-way communication and listen to feedback and act on it

- Reduce anxiety by being as transparent as you can – share information when possible

- Minimize confusion and disruption whenever possible by helping them see how they can contribute to the change

- Set clear expectations and realistic, short-term goals to move the team forward – people like to feel as though they're making progress toward goals

<u>Additionally</u>…

- Help the team to maintain a positive mindset throughout the change process by consciously avoiding "emotional contagion"

- Fix the things you have control over, but avoid promising things you cannot deliver

- Encourage team members to focus on what can or might be done

- Give team members an opportunity to prepare for change with more skills or experience