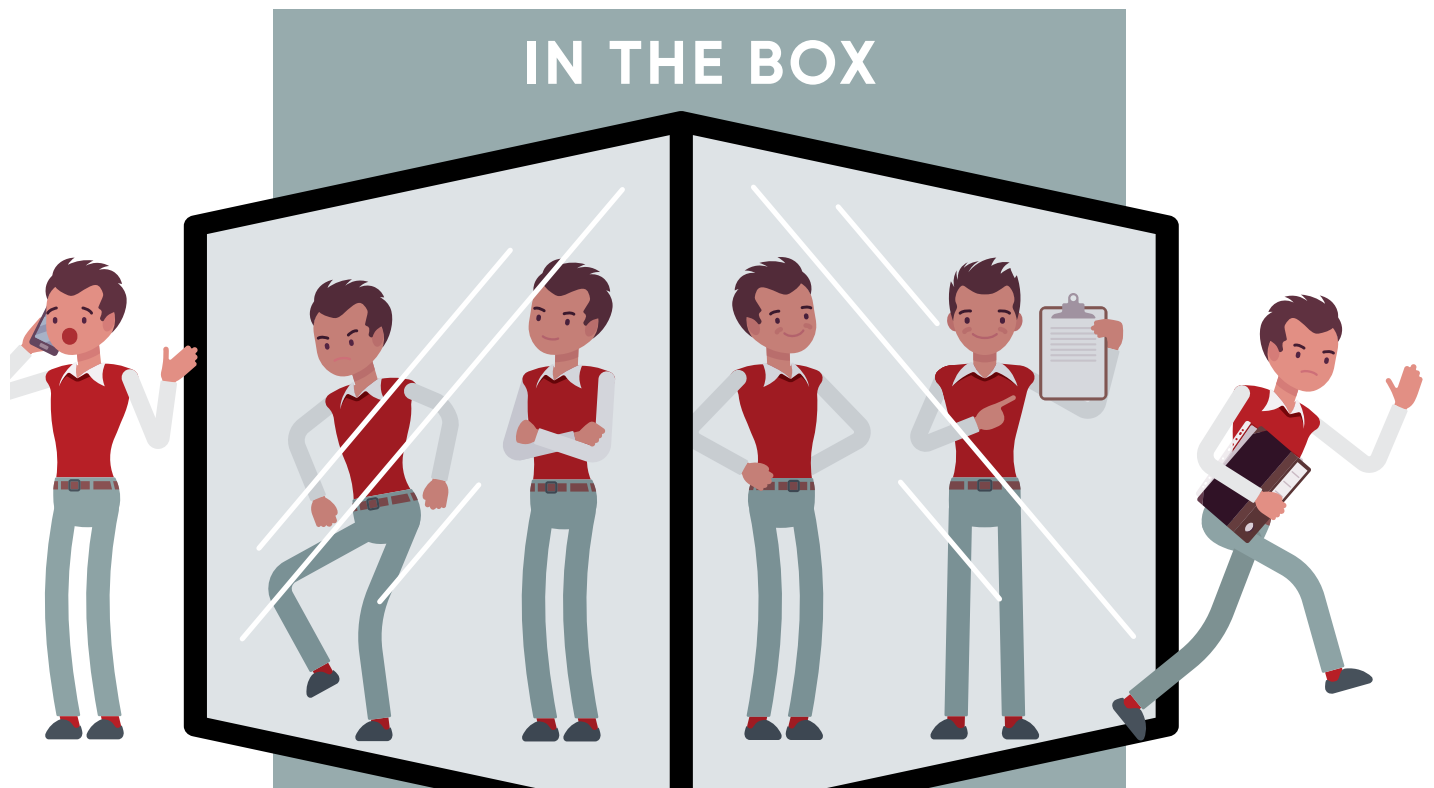


## Guide to Leading Through Change

- Gather input
- Design all communication to be two-way, transmit AND listen
- Acknowledge that people are “in the box”
- Provide options within the change for choice
- Default to asking open-ended questions
- Separate announcing change from asking for feedback
- Give opportunities for ownership
- Be open to iteration, tweaks and evolution



The best thing you can do when someone is in the box is to **LISTEN**.

Awareness	Anxiety	Acceptance	Attachment	Anticipation	Action
Feedback is delivered	People may be agitated, fearful or resistant	People begin to rationalize the feedback	People begin to buy in emotionally	People prepare to respond	People begin to act on the feedback

