

**Special program for leaders & supervisors**

# **1 MONTH TO... SUCCESSFULLY LEADING CHANGE & TRANSITION**

## **Learn:**

Why change is hard and why managing it is essential

How to help people thrive through change

Strategies for working through resistance

The 5 critical roles you play in leading change



"A change can work only if the people affected by it can get through the transition it causes successfully."  
-William Bridges

## **Package includes**

- 4 sessions
- materials
- follow-up meeting with a CLOC consultant to develop your customized strategy

**\$250**

**Learn more/Register**



## **Fridays**

Feb 24  
March 3  
March 10  
March 17

**9:30-11:00am**

via Zoom

"I highly recommend this to all leaders."

"Thanks for sharing this. I always enjoy the time set aside for thinking and planning during the sessions. It's nice to have that quiet time while you're learning to reflect on how this applies to me."

"I very much appreciate the thoughtful insights and the personalized meeting component."

"As always, a useful and positive offering from CLOC. Thank you CLOC team."

"So glad I participated!"



**CLOC** | CENTER FOR LEADERSHIP & ORGANIZATIONAL CHANGE



**1 MONTH TO...**

# **SUCCESSFULLY LEADING CHANGE & TRANSITION**



## **Session 1**

*Why change can be challenging &  
why managing change is important*

# What we covered today

orientation to the program

change vs. transition



why change can be hard



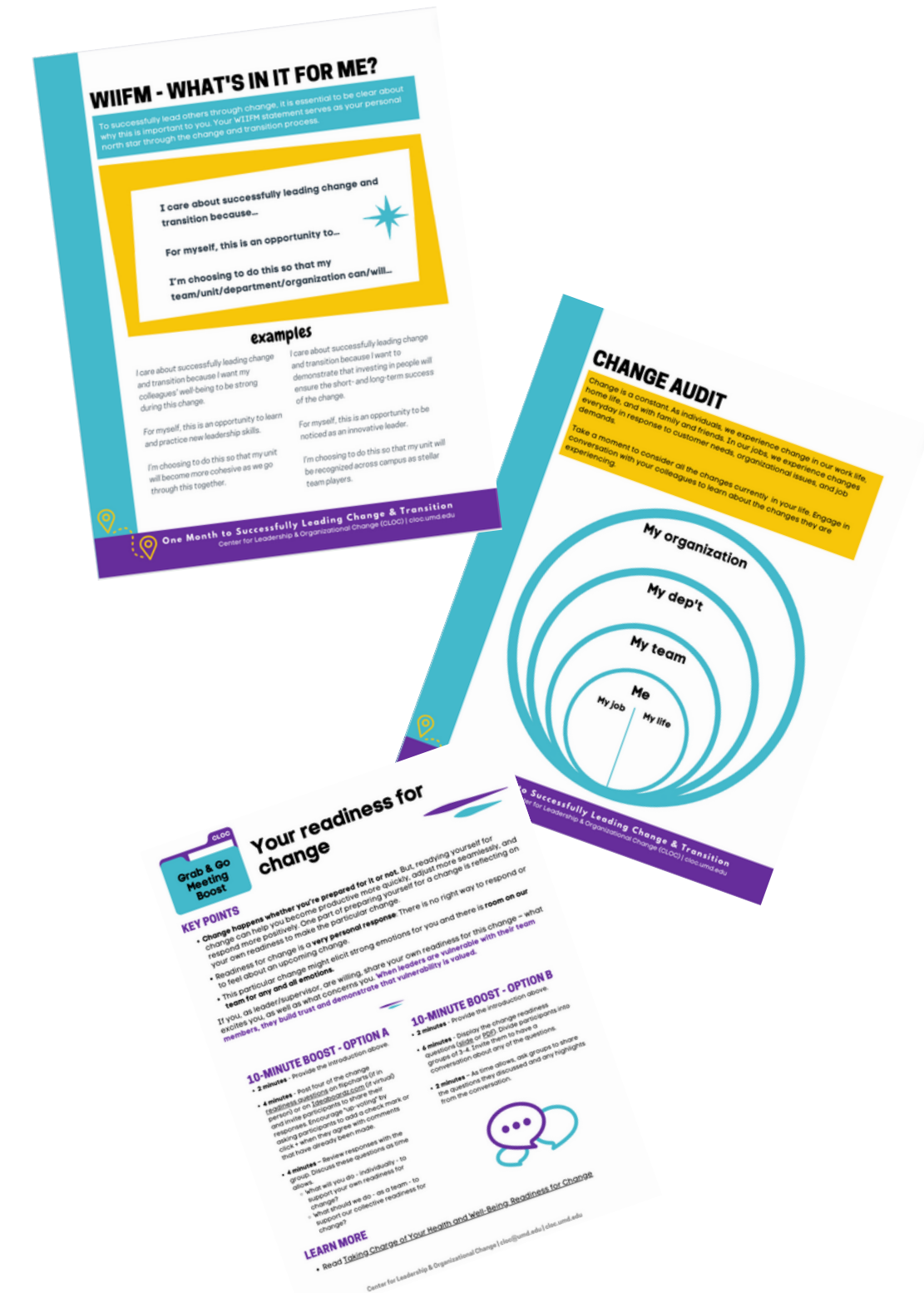
why managing change and transition is important

creating your WIIFM statement



# What you can do this week

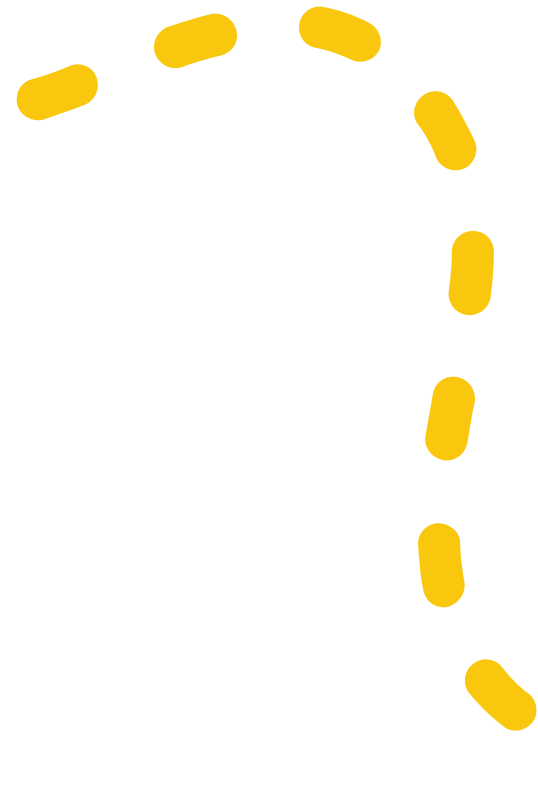
- solidify your WIIFM statement
- encourage individuals to conduct a change audit
- have individual conversations about quantity and magnitude of changes in their lives
- have a "Readiness for Change" team conversation





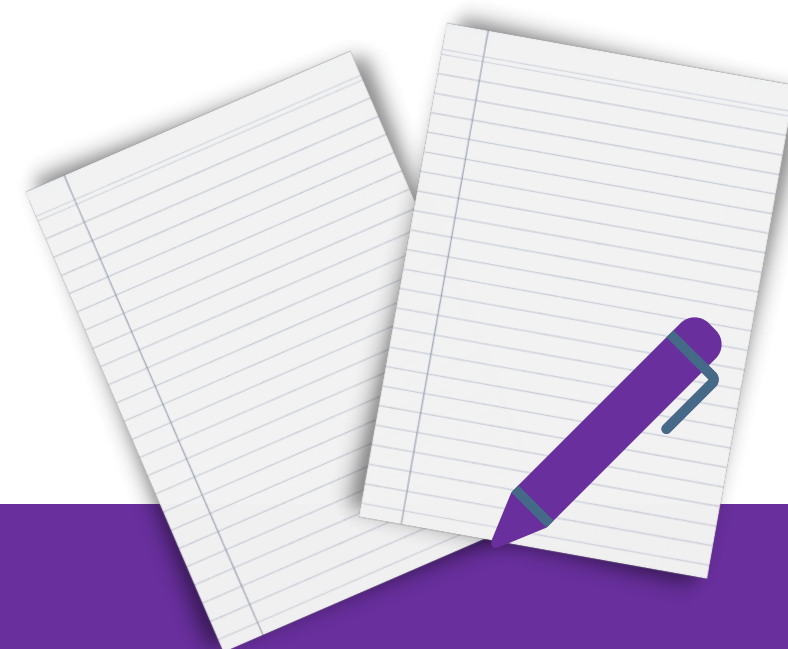
**1 MONTH TO...**

# SUCCESSFULLY LEADING CHANGE & TRANSITION



**Session 2**

*Helping others thrive through change*

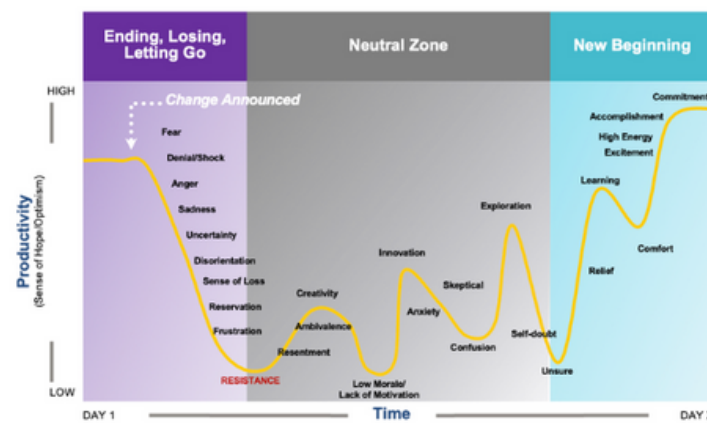


Have access to two pieces of  
paper and pen/pencil

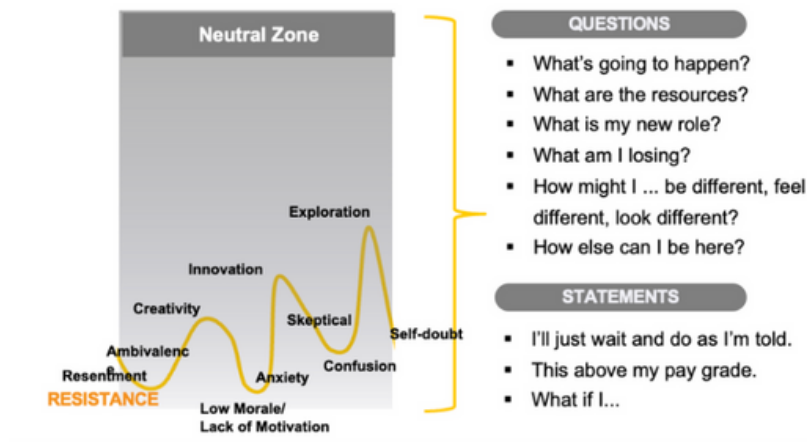


# What we covered today

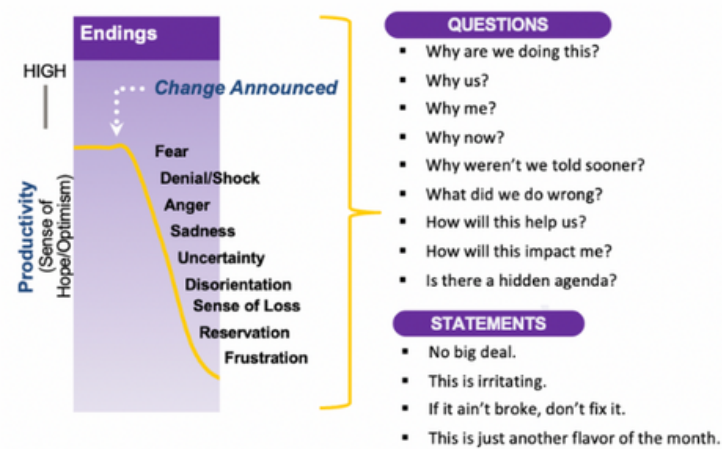
## overview of Bridges Transition Model



## navigating the ups and downs of neutral zone



## change starts with Endings



## the renewed energy of new beginnings



# What you can do this week



talk to team members individually about what will end for them in the change



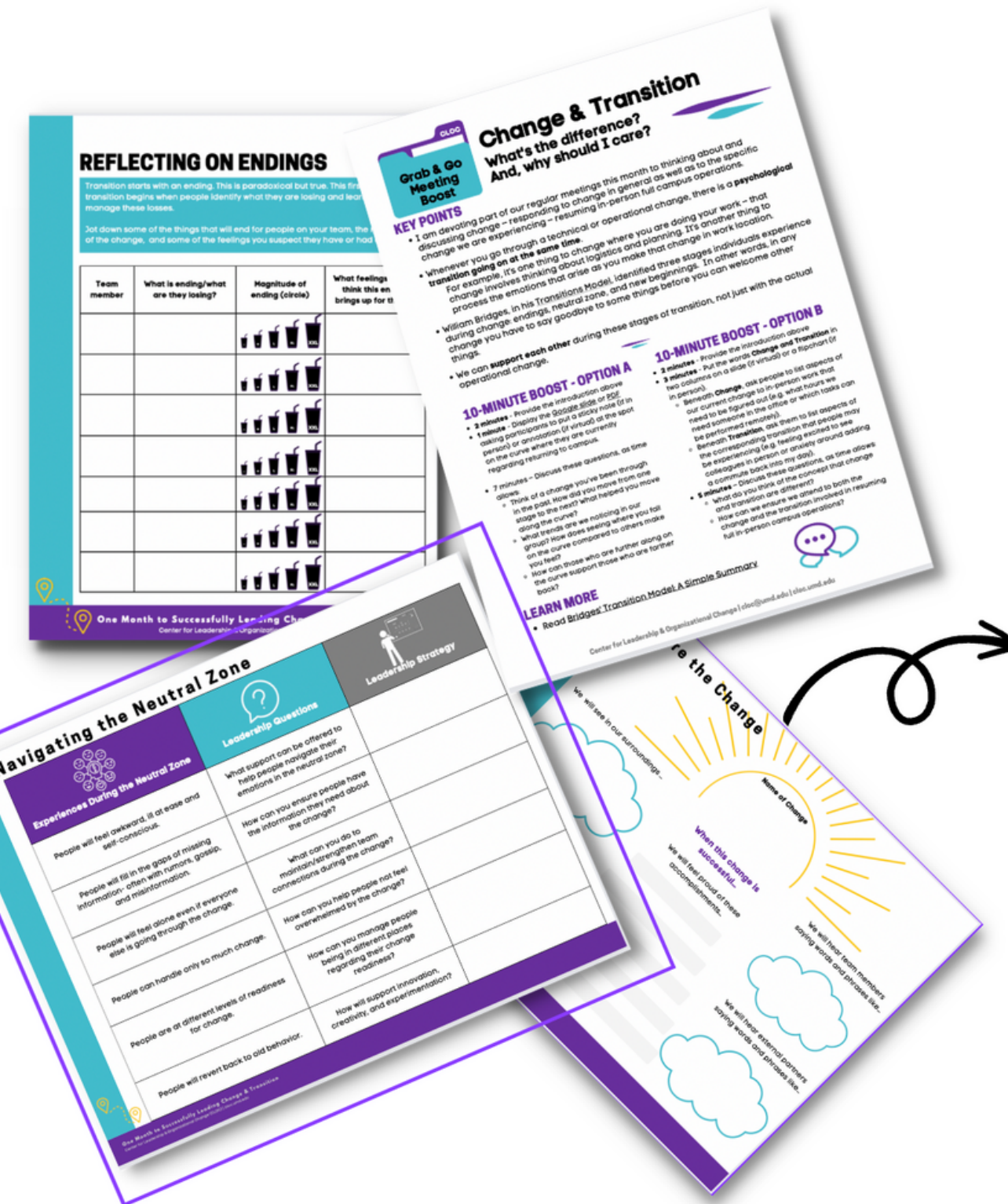
select the change strategies you will adopt



work with team to develop a collective picture of the change



have a "Change and Transition" team conversation





**1 MONTH TO...**

# **SUCCESSFULLY LEADING CHANGE & TRANSITION**



**Session 3**

*Your critical role*



# What we covered today

## 5 roles

- communicator
- liaison
- advocate/champion
- resistance manager
- coach

## Coaching practice

When you coach, you are enabling success.



## Communication practice

Let's practice



Individual reflection

Small group discussion

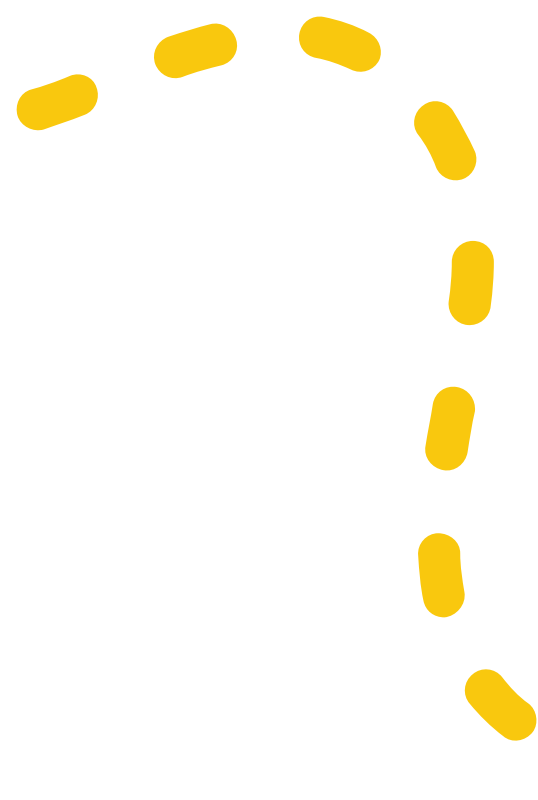


## Risks & mitigation

# What you can do this week

- reflect on the 5 roles; identify which ones might be challenging for you; make a plan
- practice honing your messages with the Communication Checklist
- challenge yourself to ask more questions
- have a "How are we doing?" team conversation





**1 MONTH TO...**

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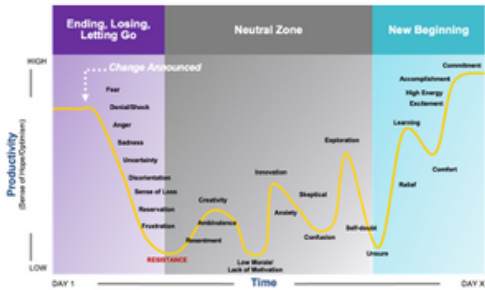


**Session 4**

*Working with resistance*

# What we covered today

## Why resistance happens



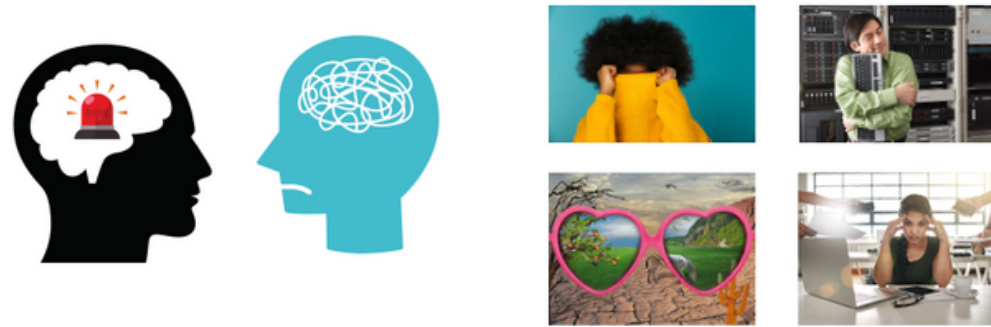
**SCARF**  
**+M**

## Types of resistance behaviors



Form	Passive	Active	Behavioral Example
Denial	Not recognizing the need for change	Acting as if the change is not happening	Not attending to the change
Minimization	Downplaying the importance of the change	Acting as if the change is not important	Not taking the change seriously
Deflection	Redirecting attention to other issues	Acting as if the change is not relevant	Not participating in the change process
Disengagement	Withdrawing from the change process	Acting as if the change is not their business	Not contributing to the change process
Compliance	Following the change process without understanding it	Acting as if the change is necessary	Following the change process without understanding it
Participation	Actively participating in the change process	Acting as if the change is necessary	Actively participating in the change process
Acceptance	Actively participating in the change process and understanding it	Acting as if the change is necessary	Actively participating in the change process and understanding it

## Causes of resistance



## Strategies for managing resistance



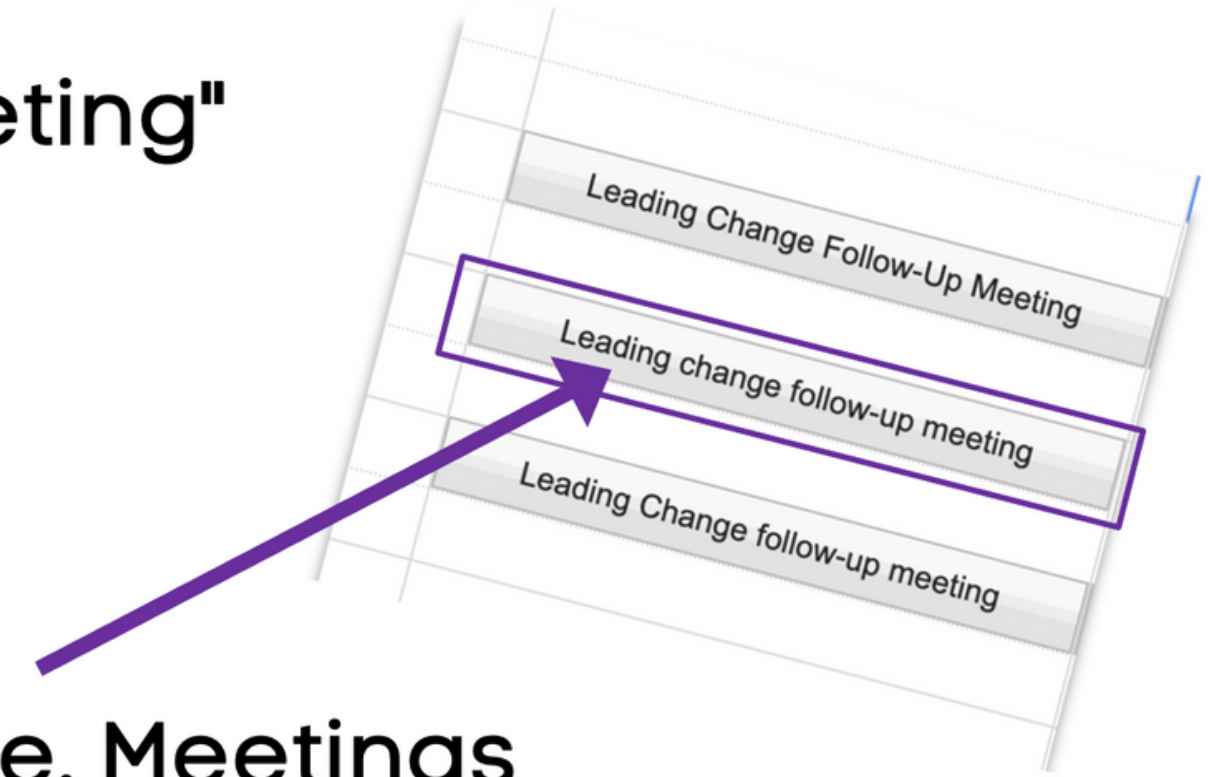


# What's Next



Sign up for a 1:1 "Leading Change Follow-up Meeting" with a CLOC consultant

- Go to <https://go.umd.edu/changemeeting>
- Click on the meeting slot you'd like to reserve. Meetings take place between between March 27 and April 28.
- Press "save" in the pop-up box that appears to confirm your slot (the meeting will then be added to your calendar with a Zoom link).

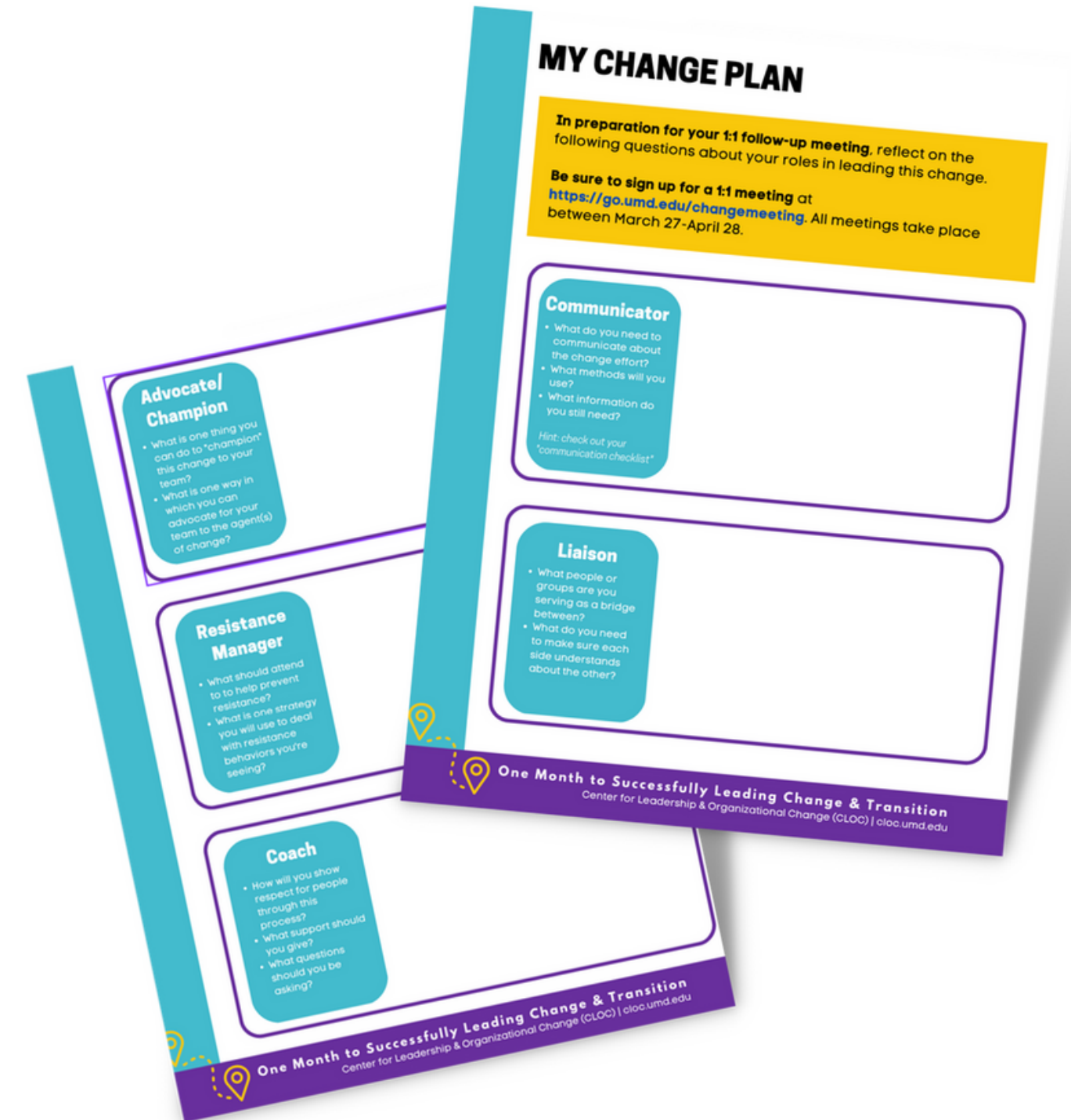


# What's Next



To prepare for your meeting, reflect on and fill out your "My Change Plan" worksheet.

Decide which topic you'd find most useful to talk about with your CLOC consultant.





## ***Use with care***

This material was created by the Center for Leadership & Organizational Change (CLOC) at the University of Maryland. We want you to apply what you learn here to build a workplace where everyone can flourish. If you're interested in using or repurposing this material, please reach out to [cloc@umd.edu](mailto:cloc@umd.edu).