

WORKING
THROUGH THE

6 CHANGE REACTIONS



ACHIEVING ORGANIZATIONAL GREATNESS THROUGH EFFECTIVE CHANGE MANAGEMENT

Working Through the 6 Change Reactions

A consultant-led custom program for all employees.



“In a chain reaction, one thing sets in motion the next until everything is moving. In a Change Reaction, each person impacts the next person. Sometimes their impact makes work easier, but often it makes it harder for everyone. With both chain reactions and Change Reactions, you have to understand them to know what to do with them.”

—Haydn Shaw,
Senior Consultant

▶ OUTCOMES

Participants in *Working Through the 6 Change Reactions* will learn to:

1. Identify their own change reaction.
2. Improve their change readiness.
3. Understand team members.
4. Increase skills at processing change.
5. Feed change momentum.
6. Help stuck colleagues.

Challenge

Are people having a hard time working through change?

Change may be the new normal, but the emotions it creates feel anything but normal to the people going through it. Just as the tsunami does more harm than the earthquake, people's emotional reactions to change shake things up more than the change itself. Since people respond to change in six different ways, tensions and resentment can build between team members as people struggle to process the change and productivity drops.

Solution

Each person reacts to change differently - give them the tools to handle change effectively.

Working Through the 6 Change Reactions helps all associates ride the change wave more easily. By understanding not only the 6 different reactions people have to change, but also the reasons for those reactions, participants will improve their own readiness to deal with change and understand why their colleagues and customers respond differently.

They will increase their skills at working through their own reactions during change while helping colleagues or customers who are stuck. *Working through The 6 Change Reactions* helps all employees get through the change more easily and get more done. Participants:

- Gain an understanding of the six different ways people react to change and how to draw on the contribution of each.
- Identify their change reaction
- Adjust to change with less frustration.
- Increase their skills at working through change.
- Practice implementing step-by-step instructions for more effectively dealing with each of The Six Change Reactions.
- Avoid the four traps.
- Increase their skills at helping others work through change.
- Learn how to help the three types of negative people get unstuck so they don't hurt the team.
- Learn how to separate the dangerously negative people from the merely irritating.
- Practice disarming "Light Eater" colleagues, the most dangerous change reaction.

Tools

Participants in the *Working Through the 6 Change Reactions* program receive the following materials and tools:

- Participant guidebook
- 6 Change Reaction reference cards
- Change reaction assessment
- Customized change plan

Working Through the 6 Change Reactions

