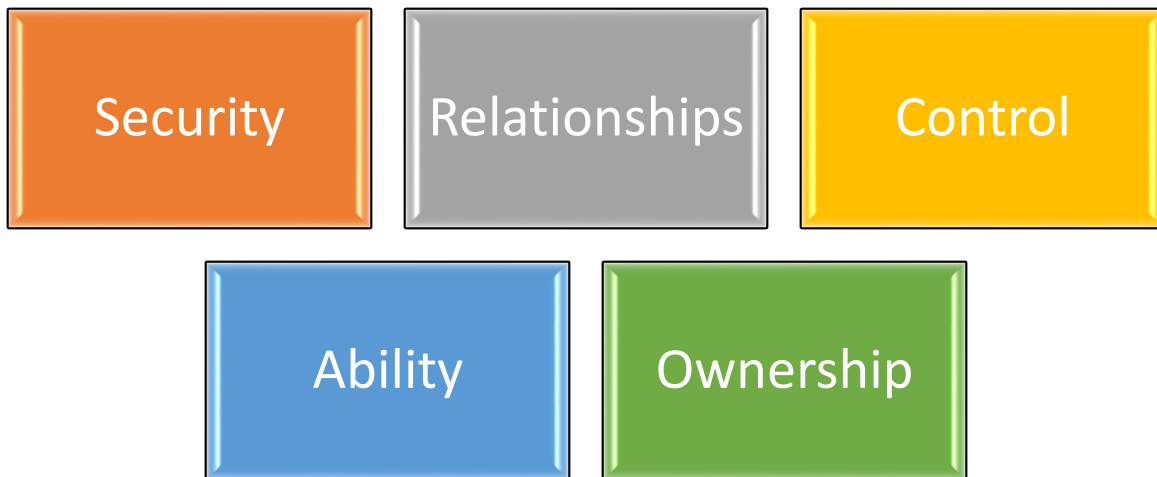


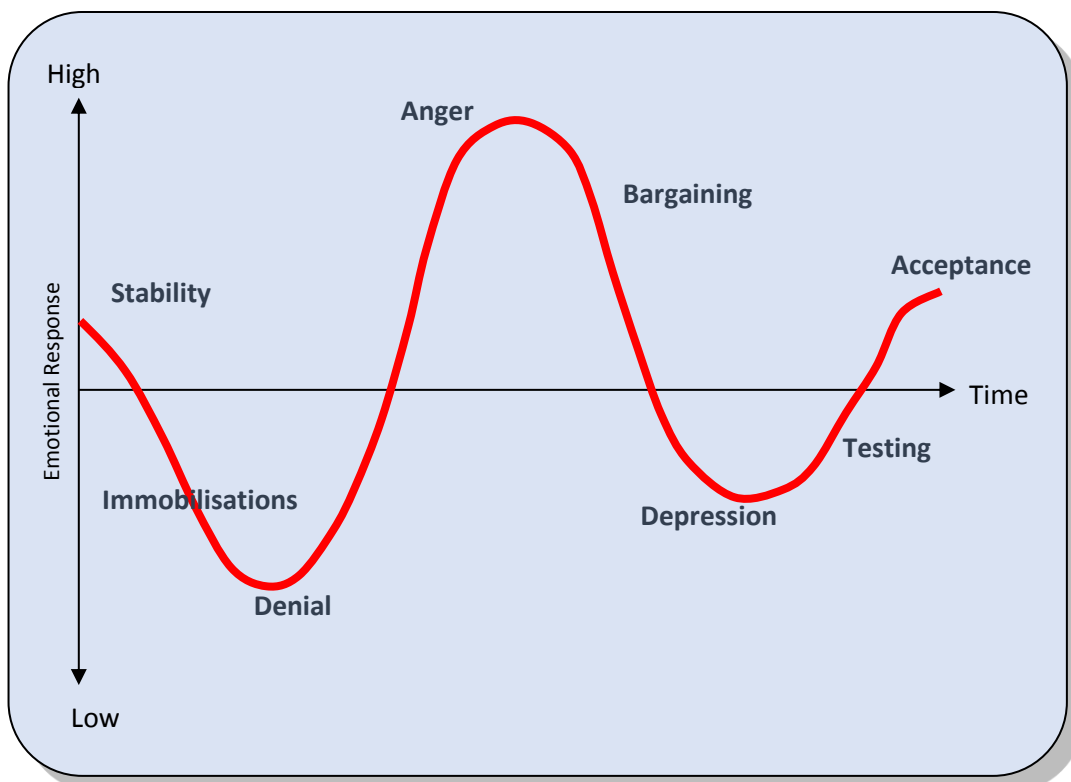


Manage the **Impact of Change**

People react emotionally to change as it represents a loss of:



The Emotional Reaction to the Change Curve



KEY POINTS



Stability

- People are in their comfort zones

Immobilisation

- People are in shock, and simply stop

Denial

- Fearful of the change, people convince themselves that it won't happen

Anger

- People feel upset and annoyed, and look for people to blame

Bargaining

- People try to regain some control over the situation

Depression

- People focus on what they have lost

Testing

- People are resigned to the change, and start to see how they can make the best of it

Acceptance

- The new way becomes familiar and normal

Tactics for Handling the Reaction to Change

Listen	Have Empathy	Show Respect	Give Direction
Provide Information	Communicate	Be Honest	Train People
Reassure People	Be Assertive	Manage Conflict	Negotiate

And of course...say **thank-you** and **praise** good effort!