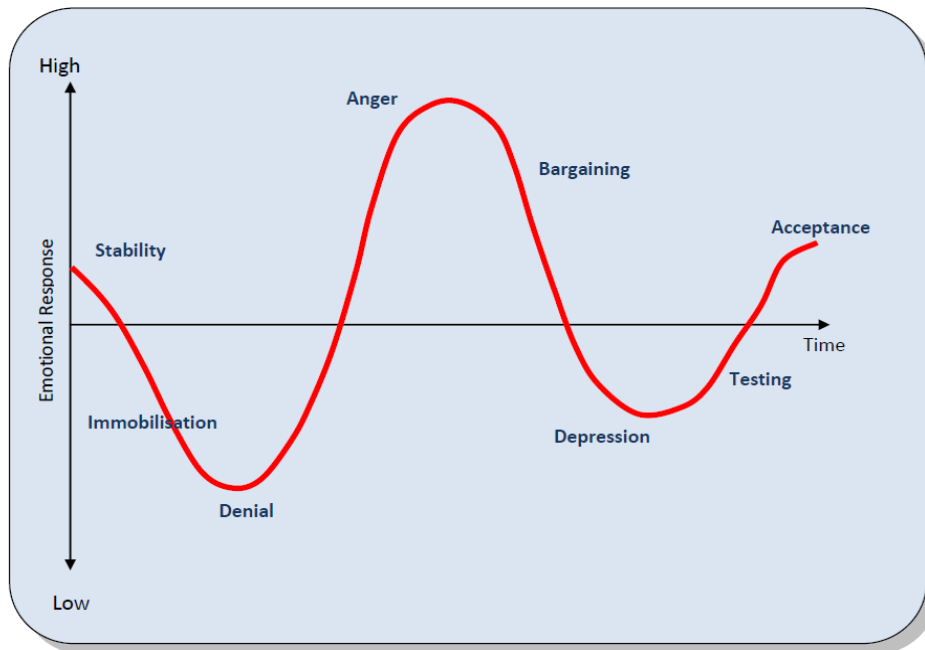




Handling Resistance to Change

The Emotional Reaction to Change Curve



Signs of Resistance to Change

- Aggressive behaviour
- Ridiculing
- Arguing
- Refusal to listen/act
- Threats of industrial action
- Complaining in writing
- Criticising decisions
- Planned protests
- Sabotaging
- Focussing on negatives
- Distorting/Lying
- Openly challenging decisions
- Non attendance at key meetings

Active Resistance



- Being non-committal/silent
- Lack of participation
- Gossiping and spreading rumours
- Giving things 'lip service'
- Passing the buck
- Ignoring parts they don't like
- Lack of initiative
- Lack of problem-solving
- Mishandling things
- Delaying actions
- 'Forgetting' to do things
- Focussing on other things
- Not raising problems/issues

Passive Resistance





Why People Resist Change



Practical Steps for Overcoming Resistance to Change

1. Listen carefully to what is being said.
2. Observe and react to non-verbal signals from body language.
3. Look at things from their point of view.
4. Consider what you would have to do to convince YOU in this situation.
5. Plan your approach or responses.
6. Concentrate on what it means for them, not you.
7. Check your responses are acceptable.
8. Seek out and stress areas of agreement.
9. Minimise areas of disagreement.
10. Agree steps for moving forward.