



## Change & transition issues

1. The stages of change are said to be **Denial** ('This won't happen'), **Resistance** ('I don't want this to happen'), **Exploration** ('If it's going to happen, what's in it for me?'), and **Commitment** ('This is going to happen, and I want to be part of it'). What stage do you think you are in now? How successfully have you moved through the preceding stages? What have been some of the blocks to forward movement? What needs to happen to help you move further?
2. Those who can't (or won't) move from resistance to exploration often feel as if they have no choice but to opt out of the change process altogether. Have you considered this? How seriously? Why did you rule it out as an option?
3. Some of the feelings associated with going through a change are shock, euphoria, guilt, anger, despair, apathy, depression, hope and excitement. How does this list compare with your experience? How have you handled the emotional roller-coaster?
4. What does the way you are handling this change tell you about your tolerance or otherwise for change generally?
5. Who are the other stakeholders involved in this change? Where are they now in their journey through this transition time? How successfully has each of them moved through the various stages of the change? What needs to happen to help them move further?
6. Two critical survival keys for people involved in change are **information** (the people affected need relevant facts rather than hearing half-truths through the grapevine) and **involvement** (they need to feel as if they are making a valid contribution as to how the change is to take place). To what extent have you and other stakeholders been involved in the decision-making process? How much bona fide information have you received? How much have you shared with others involved in the change?
7. On balance, do you see the change as a gain or a loss? Why?
8. What degree of control (if any) do you feel you have over this change?

9. Is the timing of the change on-time, or off-time?
10. Has the change come suddenly, or gradually?
11. Writers in the area of change suggest that it's not the change, but the period of transition - that uncertain place between one point of stability and another - that has to be managed well in order to survive the change. How well do you think you are coping with this period of transition?
12. One writer suggests that the time of transition allows us to unfreeze the old and familiar, find a new place in the midst of uncertainty and instability, then re-freeze the new. What needs to be unfrozen in your context? What are the characteristics of the unstable and uncertain place? How will you know the time has come to re-freeze? How will you achieve the re-freeze?
13. What needs (of your own), presently not being adequately met, will be met once this change has taken full effect?
14. How much sadness is associated with what you know you will have to leave behind?
15. How could this change, and the transition associated with it, have been better managed?