

Change Management - Manager/Leader

ADKAR - Building Blocks of Individual Change

- A Awareness** - Why is the change needed?
- D Desire** - What's in it for me?
- K Knowledge** - Understanding how to change
- A Ability** - Capability to implement change
- R Reinforcement** - Actions that reinforce likelihood for change

Expectations (E) and Role (R)

Sponsor

- E - Eagerly support the change in ways that can be noticed
- R - Communicate the vision directly to all those impacted by change:
What and Why the Change?

Manager/Leader

- E - Model the right attitudes with gusto to build trust in the change
- R - Communicate the details of the change to direct reports:
How with this affect the team? and **What's in it For Me and You?**

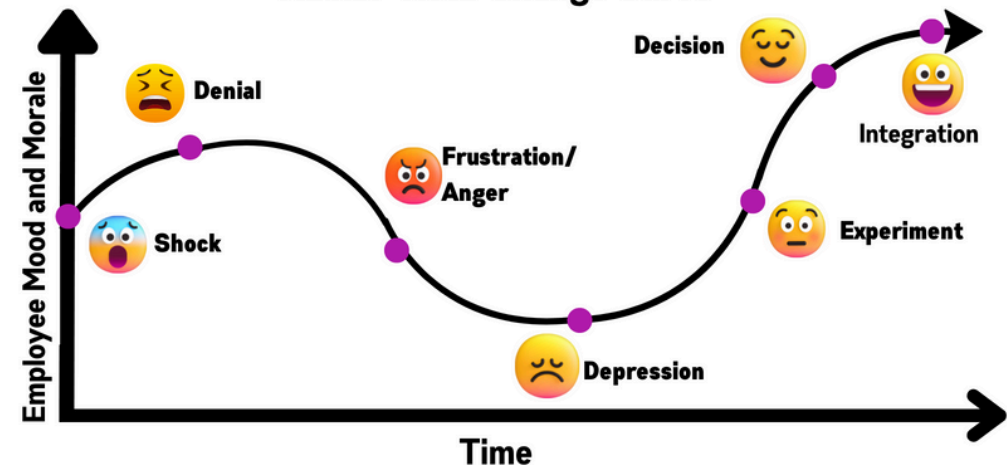
Project Facilitator

- E - Work with the sponsor to ensure the expected benefits of the change are realized.
- R - Keep leaders informed of **project status, successes and obstacles.**

Manager/Leader Checklist

- My responsibilities are clear to me
- I have taken the Readiness for Change assessment
- I know the ADKAR tool and will use its strategies
- I have reviewed the Resistance Management Tools and will proactively manage change resistance
- I have collaborated with the project facilitator
- I will ensure staff have the necessary time and focus
- I have identified ways to reinforce change

Kubler-Ross Change Curve



Change is a process and occurs in stages. As team members go through the upcoming changes, they will experience a range of emotions. This graph depicts the typical stages that team members will experience.