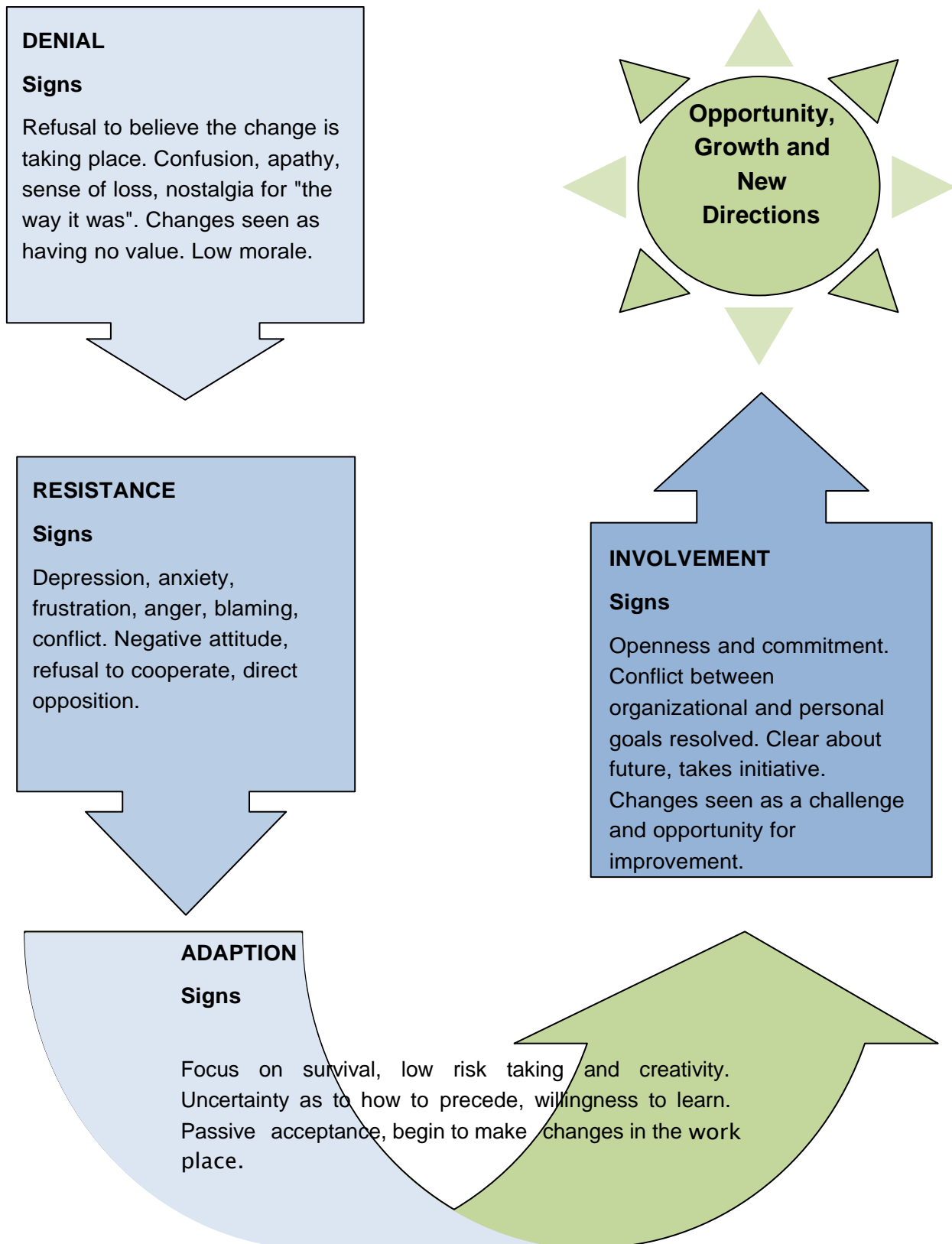


Stages of Change

People involved in organizational change tend to go through a series of stages. These are set out below. The typical signs of each stage are described as well as actions an individual can take to improve their capacity to cope.



Employees Role in Coping with Change

Employees should be encouraged to take some time to think about where they are now. The following actions will focus individuals on what they can do to move forward.

- **Possible Action - DENIAL**
Seek accurate information find out what to expect. Consider implications, discuss and confront irrational fears and doubts. Actively examine situation for positive aspects.
- **Possible Action - RESISTANCE**
Express feelings and recognize both good and bad things of past. Attempt to understand the rationale behind changes. Seek involvement/input into decisions.
- **Possible Action - ADAPTION**
Confront feeling of powerlessness and seek support and advice. Clarify new roles and resolve conflicts. Set short term, achievable goals. Measure progress and reward self.
- **Possible Action - INVOLVEMENT**
Accept the reality and use initiative and take informed risks. Assess own strengths and weaknesses. Develop personal and other resources. Set long-term goals. Measure and celebrate success.

A handout similar to the following could be provided to employees to assist them in taking positive steps to deal with change management.

Managing Change to Achieve Your Goals

