



- 4 stages of change
- 4 stages of forming teams
- Respect & understanding

"where there is a will, there is a way"

CHANGE CYCLE

HUMAN NATURE

INTRODUCTION

The **people** involved in a **change** are the ones that can *make or break it*. Their support is vital. It's important therefore to understand the **phases of emotion, responses & effectiveness** which a team, customers, & partners may go through. Each stage should be addressed with appropriate solutions.

This tool can be used to provide **understanding** and show **respect** for the feelings of people in a team undergoing significant change.

- APPROACH**
1. Review the diagram shown here. Recognise that the responses described are natural, & human nature. Explain this to your team and that the tool is being used to improve team morale & effectiveness.
 2. An example of change can help to bring the diagram to life, e.g. moving home.
 3. For each of the **four major stages** (Denial, Irritation, Exploring, Commitment)

- brainstorm the **indicators** and possible **solutions** for the issues. The solutions will help people move onto the next stage & finally to the fourth stage.
- Notes:**
- Its not easy to skip stages, but a stage need not last very long.
 - Some people may take longer at one stage compared to other people.
 - The initial rise in morale & effectiveness in stage 1 is where people are enthusiastic about something new; this soon wanes when they realise they have to lose something, change, or do something in order to get something new.
 - The stages are the same as when a new team forms. After it **forms**, it **storms** (argues), then **reforms**, before **performing**.

THE REWARDS

People are the most important aspect in any change, their effectiveness is directly related to their morale.

