Facing change and transition

Based primarily on ‘Managing Transitions’ by William Bridges (3rd Ed) 2009
Agenda

• Change & Transition
• Emotional response to change (transitions)
• Living in the transition
Change & Transition

• Think about your best experience of group or organisational change. What made it positive?
“It isn’t the changes that do you in, it’s the transitions. Change is situational, transition is the psychological process people go through to come to terms with the new situation. Change is external, transition is internal”

-William Bridges
Levels of change & transition

- Individual
- Team (Family? Staff team?)
- Organisation (Congregation? Church?)
Change, Transition & Conflict

• What’s your transition example?
• Who’s involved in the change?
• Where and how has conflict arisen?
Temperature Check?

“Very concerned”

“A bit uncomfortable”

“Chilled...”
Emotional Response to Change
(Transitions)
Emotional response to change

*Change curve, E. Kubler-Ross*
Zones of change

*Managing Transitions, William Bridges

*Change curve, E. Kubler-Ross

* Managing Transitions, William Bridges
Zones of change - endings

- Managing Transitions, William Bridges
Living in the ending zone

Morale/Performance

Shock  Denial  Anger  Depression  Exploration  Acceptance  Commitment

Time

Ending  Neutral Zone  Beginning

• Anticipate resistance
• Expect grieving
• Identify the losses
• Communicate
• Honour the past
Zones of change - neutral zone

- Shock
- Denial
- Anger
- Depression
- Exploration
- Acceptance
- Commitment

*Managing Transitions, William Bridges*
Living & leading in the zones

Morale/Performance

Shock
Denial
Anger
Depression
Exploration
Acceptance
Commitment

Time

Ending
Neutral Zone
Beginning

- Anticipate resistance
- Expect grieving
- Identify the losses
- Communicate
- Honour the past

- Expect: disorientation, anxiety, lack of motivation
- Build the team
- Communicate
- Be innovative
Zones of change

* Managing Transitions, William Bridges
Living & leading in the zones

Morale/Performance

-Time

Shock
Denial
Anger
Depression
Exploration
Acceptance
Commitment

Ending
- Anticipate resistance
- Expect grieving
- Identify the losses
- Communicate
- Honour the past

Neutral Zone
- Expect: disorientation, anxiety, lack of motivation
- Build the team
- Communicate
- Be innovative

Beginning
- Expect: energy & excitement emerging
- Involve others
- Communicate
- Celebrate successes
Living in the transition
Mismanaged change

- The aftermath leads to conflict through:
  - Guilt
  - Resentment
  - Anxiety
  - Self-absorption
  - Stress
Being proactive

*Seven Habits of Highly Effective People*, S. Covey
In pairs:

• What? (have you learned?)
• So what? (does it have personal relevance or significance?)
• Now what? (how can you apply it?)
Temperature Check?

“Very concerned”

“A bit uncomfortable”

“Chilled...”
Help?