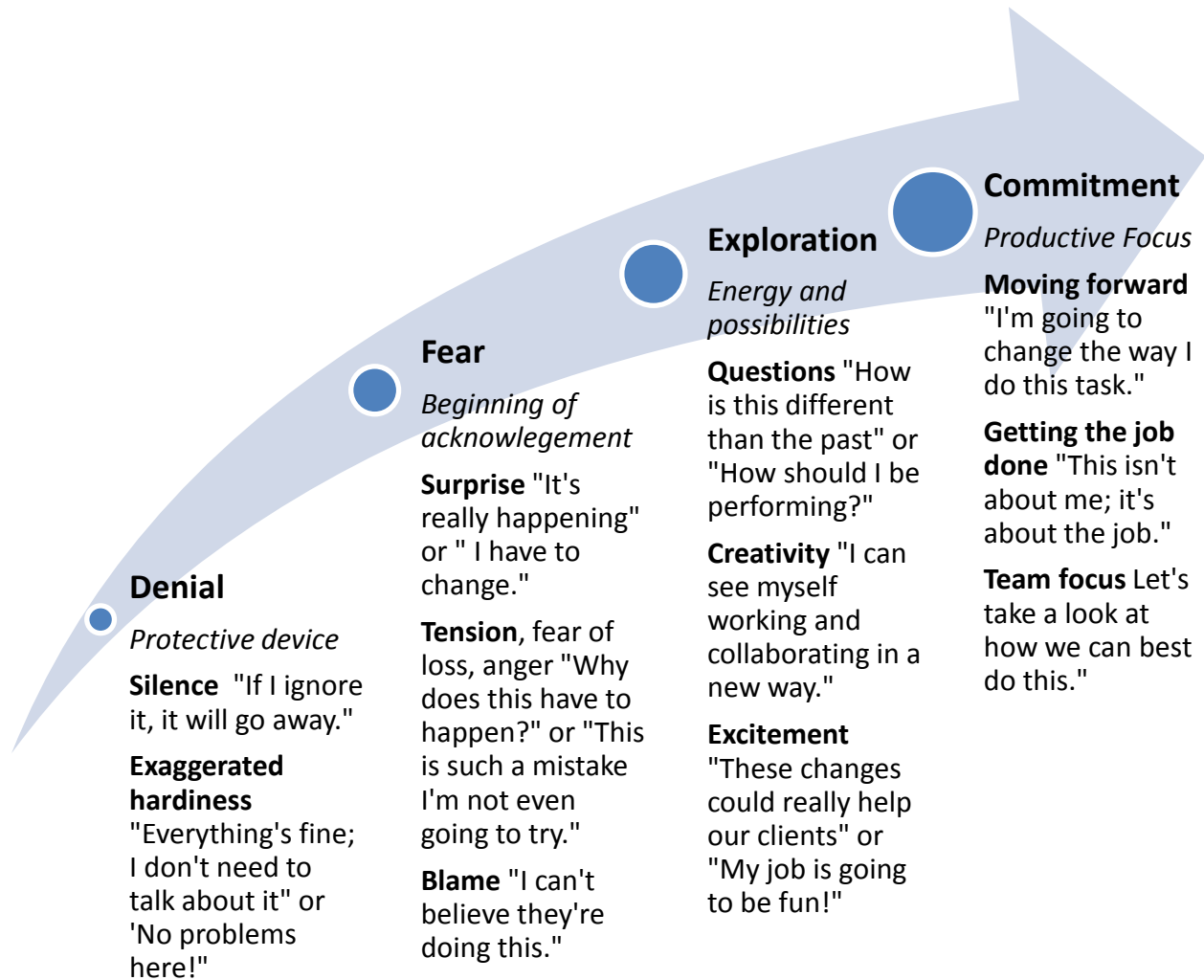


# The Experience of Change

*Are you living in the threat or the hope of change?*

## Four Phases while Experiencing Change



## Being a Leader During Times of Change

*Leaders come from all parts of the organization – are you one of them?*

PHASE	DO	DON'T
Denial	Listen, understand the phases people go through	Go backwards, make promises just to make people feel better
Fear	Include people in the process and what you're feeling	Let roadblocks like mistakes or procrastination, go unnoticed

Exploration	Answer questions, encourage ideas	Forget those paralyzed by energy or uncomfortable with ambiguity
Commitment	Recognize and appreciate people	Hold on to or accommodate those who can't or won't change