

# CHANGE MANAGEMENT FOR MANAGERS

## *Frontline Leader Snapshot*

Meeting the challenges of today's rapidly changing business world requires proficiency with **Change Management**, gaining the skills needed to anticipate and handle change in the workplace. During times of upheaval, when many changes are taking place at once, leaders may need to manage several changes simultaneously. On a personal and emotional level, you may experience each change differently. As a leader, you will want to use the change-management strategy most appropriate for the circumstances.

Change is an event or series of events that impact an individual, system, or organization in such a way that the individual's, systems, or organization's behaviors are modified. Modifications to behavior can take place over a short period of time or they can take years to complete.

### Analyzing the Process of Change

#### The Three Stages:

- **Initial reaction** – team may experience a roller coaster of emotions including low morale, frustration, anger, sadness, confusion, and fear.
- **Positive analysis of impact** – conduct a proactive analysis of the impact of change, including how the change can work to your benefit or the benefit of your organization.
- **Proactive response** – develop a forward-thinking focus about how you will proceed strategically and effectively.

#### How to Analyze a Potential Change:

- Identify the purpose of the change
  - Understand the underlying opportunity prompting the change; who is driving the change; and where the impact is to the organization
- Consider the various constraints to governing the change
  - Specify timelines and milestones; determine budget, know what support is available
- Determine the impact on your team
  - Understand the scope of the change; impact to the team members; and clarify how the change will impact each of the team member's jobs
- Reframe the change to reflect possible job opportunities rather than focusing on potential negative impact
  - Suggest ways that adapting to change can develop new skills; frame change in terms of growth opportunity
- Ascertain what company resources can help employees through the transitional period
  - Offer to counsel team members individually; emphasize formal resources; set up mentoring opportunities when appropriate

Please refer to your Frontline Leader Workshop Manual titled ***"Change Management for Managers"*** for more information and tips to help with your leadership skills during this challenging time.