



MANAGING TRANSITIONS – MAKING THE MOST OF CHANGE

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MANAGING TRANSITIONS: making the most of change WILLIAM BRIDGES

1. ENDING, LETTING GO

Help people deal with their loss by...

- Identifying who is losing what
- Accepting the reality & importance of people's losses
- Acknowledging losses openly & sympathetically
- Expecting & accepting signs of grieving
- Giving people info and keep doing so
- Clearly defining what's over & what isn't

- Treating the past with respect
- Marking the ending
- Showing how ending ensures continuity of what really matters

- Set short-term goals & temporary systems in neutral zone

- Strengthen connections between different groups
- Establish a Transition Monitoring Team (TMT)

- Communication is key...
 ... metaphors are particularly useful in this stage

2. NEUTRAL ZONE

Critical psychological realignment & repatterning happens here...

- Danger signs to look for:
 - High anxiety
 - Low motivation
 - Resentment
 - Self-interest
 - Polarised thinking

- Can be a really creative time
 - Provide training in techniques of innovation & discovery

- Encourage experimentation
- Embrace losses, setbacks & failures as entry points to new solutions
- Resist need to push for closure too early

3. THE NEW BEGINNING

A time for new identities, new energy & a new sense of purpose to make change begin to work

- Timing of launch of new world is crucial. Key is...

- Clearly explaining PURPOSE

- Painting a PICTURE which brings it to life

- PLAN and outline the steps & schedule of what will happen to who and when

- Clearly define the ways people can contribute and PARTICIPATE

REINFORCE THE NEW BEGINNING BY:

- ✓ Being consistent
- ✓ Ensuring quick successes
- ✓ Symbolising the new identity
- ✓ Celebrating the success that the new era is here

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