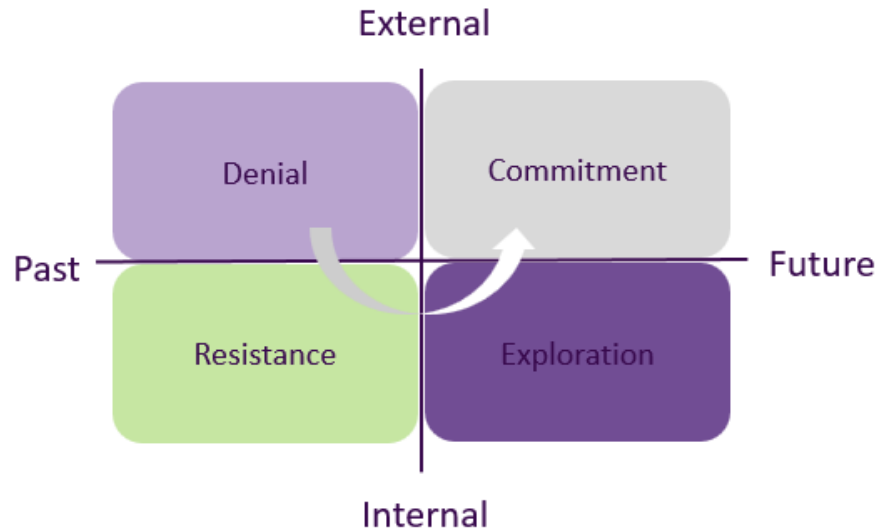


Phases of Individual Change Summary

This topic focuses on building an understanding of the common stages of response to change to better understand what you and your team members experience



Phase of Change Typical Response	Characteristics
<p>Denial <i>"This can't be happening."</i></p>	<ul style="list-style-type: none"> • Focus on the way things were in the past, as though the change was not impacting them. • Externally focused and oriented towards the past. Not always a conscious act: sometimes the person has not realized the impact the change may have on them. • Unable to maximize their productivity or performance.
<p>Resistance <i>"I like things better the old way."</i></p>	<ul style="list-style-type: none"> • Oriented towards the past, and internally focused. • Feelings of anger, depression, anxiety, frustration, fear, and self-doubt start to emerge.
<p>Exploration <i>"There are really a lot of opportunities for me."</i></p>	<ul style="list-style-type: none"> • Important shift from orientation to the past to the future. • Remain internally focused. • Clarify goals, explore alternatives, and experiment with new possibilities. Productive behaviors emerge.
<p>Commitment <i>"I understand how the change can work for me and others."</i></p>	<ul style="list-style-type: none"> • Externally focused and oriented toward the future. • Move on and embrace the new. • Look outward, think about the future, and help others maximize their performance.