

Response to Change

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Learning outcomes:

- Relate the emotions felt at each stage of the change curve to workplace change.
- Practise dealing with different reactions to change.

What you will need:

- Sticky notes
- Handout 6 – The change curve
- "Change Curve" activity cards
- Handout 7 – Change reactions

Content and suggested timings:

The change curve	5 minutes
Change curve activity	25 minutes
Change reactions	15 minutes
Change reaction scenarios	15 minutes

Total duration: 60 Minutes

The change curve

People react to change in different ways. The change curve is routinely referred to when looking at individual responses to change.

The change curve has gone through many formats, tinkered with by a variety of management and change 'consultants'. The originator of the change curve is Elisabeth Kübler-Ross, back in 1975. Kübler-Ross used it to explain the reaction of individuals to major losses, such as bereavement, it is still used in bereavement counselling – but hopefully that won't be the reason you use it!

The model is very adaptable and can be used when talking about how people respond to change. Often people's reactions may not be as strong as when dealing with major events such as bereavement, but the emotions and process of moving on has many parallels. Some employees may feel the change will have such a detrimental effect on their life that it can feel akin to the loss of a loved one!

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