



Change Management

CHANGE MANAGEMENT EXERCISE

If you want to have people reflect on how they react as they go through change try this one.

It's fun, a good energiser, and it makes good points about how we naturally can be inclined to react to change.

1. Have participants form pairs
2. Have them spend one minute observing each other; no talking during this time
3. Instruct them to turn their backs to each other and tell them to "Change five things about your appearance."
4. Have them turn to face each other they're to identify each other's five changes.
5. Instruct them not to change back when they've identified all the changes.
6. Now, instruct them to "Change five more things about your appearance" Good chance you'll get some pushback, but press on!
7. Same process turn, face each other, identify five new changes, don't change back when done.
8. Now instruct them to change five more things. They will probably resist pretty vocally, so end it. Some will probably ask if they can change back now. I usually tell them "Whatever you'd prefer to do"

Facilitate a discussion around the following 7 dynamics of change:

1. People will feel awkward, ill at ease, and self-conscious particularly during the first minute.
2. People will think about what they have to give up you can ask how many people added things to make the changes. I usually hear them saying "I can't take anything else off"
3. People will feel alone, even if everyone else is going through the change you could ask if anyone helped each other out...
4. People can only handle so much change think about your reaction to the 2nd and last rounds of change.
5. People are at different levels of readiness for change some people were unwilling, others were probably ready to go for another round or so.
6. People will be concerned they don't have enough resources (time, money, skills, etc.) - or clothes, in this case.
7. If you take the pressure off, people will revert to the old behaviour - you'll probably have to remind them after steps 5 and 7, and some will ask you if they change back at the end of the activity.

Key points I usually make around all this is that these are natural reactions to change.

I also relate this to how they and their staff react at work, and discuss which of the 7 they see the most in their organisations and how they deal with this/how they might improve their approach based on what they now know about their own reactions.

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