

The Mentor Minute

Canada's leading consultants share their favourite tips and techniques.



Peggy Grall is Canada's Change Coach. A Certified Executive Coach and former Psychotherapist with 19 years experience in the areas of helping individuals and organizations make significant change, Peggy helps both individuals and groups that are navigating mergers, moving facilities and initiating culture changes.

Contact Peggy directly at:

Website:
www.justchangeit.com

Email:
p.grall@justchangeit.com

Tel: 905-659-6683

Change and Transitions: Filling the People Gap

with Peggy Grall, Peggy Grall & Associates

Clarify people's involvement:

- Ask about the 'me' issues
- Give choice whenever possible
- Don't ask for input if there is no real choice for people to make

Acknowledge and validate their sense of overwhelm:

- Break the change into manageable pieces
- Normalize their feelings of confusion and loss
- Identify and celebrate indicators of success
- Identify and mediate threats to self-esteem
- Help people to *face the fear and do it anyway*

Deal boldly with resistance:

- Identify *Change Agents* and involve them early
- Don't Romance the Resisters – give clear expectations and guidelines
- Don't trade power for compliance
- Investigate the reasons for resistance – then facilitate solutions
- Invite compliance in spite of their uncertainty

Support people to handle uncertainty:

- Communicate, communicate and communicate!
- Explain what is expected and when - many times and with many mediums
- Help people define their role in the change
- Be honest about what you know/don't know and can/can't say
- Don't pretend certainty where it doesn't exist

Help people gain control and mastery:

- Identify and showcase their existing knowledge, skills and abilities
- Show them how they are ready for the change
- Actively demonstrate your support
- Recognize stages of individual transitions and manage accordingly

Mark endings and new beginnings:

- Celebrate and honour the past
- Clearly explain the rationale for the change
- Allow time for grief and loss

Practice Extreme Self-Care:

- Pay attention to your own transition and allow for your reactions
- Rest, eat well and pump up your exercise routine
- Grant yourself (and others) a less-than-perfect outcome when possible

www.theexecutiveroundtable.ca

Brought to you by:
**THE EXECUTIVE
ROUNDTABLE**

EXCHANGE | ENGAGE | EXCEL