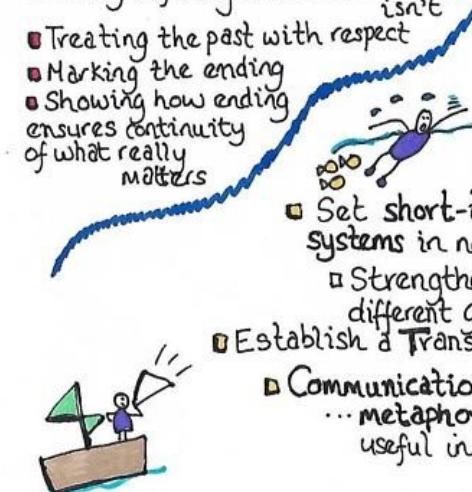


Sketchnote by Hayley Lewis
@haypsych Nov 2016
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MANAGING TRANSITIONS: making the most of change WILLIAM BRIDGES

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



2. NEUTRAL ZONE

Critical psychological realignment
& repatterning happens here...

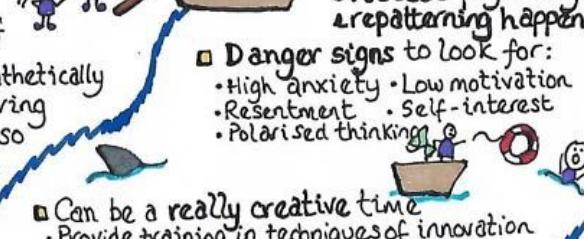
- Danger signs to look for:
 - High anxiety • Low motivation
 - Resentment • Self-interest
 - Polarised thinking
- Can be a really creative time
 - Provide training in techniques of innovation & discovery
 - Encourage experimentation
 - Embrace losses, setbacks & failures as entry points to new solutions
 - Resist need to push for closure too early

Set short-term goals & temporary systems in neutral zone

Strength connections between different groups

Establish a Transition Monitoring Team (TMT)

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



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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