

## Tip Sheet

# Manage Change Effectively

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## TIPS

- You first. Get your head around what the change is, why it's necessary, what the expected outcome is, and how you will implement it. You should be able to paint a clear picture for your employees. Grab a garbage can and stuff your assumptions and personal feelings in it. This doesn't mean you shouldn't be enthusiastic, however, be sensitive to what your employees may be feeling.
- Communicate and communicate more. Let everyone know the value of the change, what outcome is expected, and why it's important. Tell a story, paint a picture. People respond better if they understand the 'why' and have the opportunity to ask questions. And make sure to flush out any noise. How many times have you left a meeting and found there were numerous post discussions of everything that wasn't said? When you see blank stares, arms crossed, no eye contact, it means you need more discussion. If you're on a conference call, silence is not golden.
- Set clear expectations. Make sure you set a timeline for implementation and a method to measure progress. Here's an [article](#) for more guidance on how to set and follow up expectations.
- Consider appointing a change champion to encourage and work with others. Your early adopters can help you out. People are more likely to go along with what a co-worker supports.

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- Live it. Take the lead and show your support. Even when you don't fully believe in it. This doesn't mean you fake enthusiasm. Be genuine with your approach, straightforward and open for discussion. **Your employees will be watching** to see how you move forward.
  - Keep the spotlight on progress. Go overboard on follow up and feedback initially if necessary. You may need to **micromanage** a bit to make sure things move forward.
  - Don't **tolerate** non-compliance. For difficult changes, there will be complaining. Be firm on your expectations and don't allow a few stragglers to derail the change.
  - Share success and/or progress and let employees tell their stories. When concerns are raised, have an open discussion and focus on solutions, rather than having a complaint session. If something doesn't seem to be working right despite your efforts then find out what other groups are doing to make it work. **Collaboration** is key here, so draw on every resource you have.

Read the full article [here](#).



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