

## Four steps to dealing with resistance to change



### **I** understand **Identity**

Anticipate the likely response.  
Understand how it is affected by:

- Personality type
- Personal aims and wishes
- Habits
- Emotional strength



### **EVOLVE** manage **Expectations**

Explain clearly why the change is needed and:

- Encourage objectivity
- Establish immediate priorities
- Empower individuals



### **VERY** communicate the **Vision**

Communicate the change early.  
Be open and honest about it so others can:

- See change coming
- Establish a vision for the future
- Share the vision



### **SLOWLY** deliver the **Strategy**

Make a good plan and stick to it so everyone knows where they stand.

Define:

- Where are you at the moment?
- Where you want to be?
- When do you want to be there?
- Why do you want to be there?