



## CHANGE MANAGEMENT: MAKING CHANGE A GOOD THING

Say the word “change” and most people will cringe...especially if the change is happening at work. Oftentimes, people think of change as the precursor to something unfavorable going on. Because change is the introduction of the unknown and it’s human nature to feel more secure by not ending what’s familiar.

The other reason change at work stirs up so many negative thoughts and feelings is that typically change isn’t handled with open, ongoing communications. It’s not uncommon for senior managers to want to wait until every t is crossed and i is dotted before they reveal the plan. But employees are keenly aware when something’s brewing and in the absence of transparency and planned conversations rumors start and spread like wildfire. Which tends to undermine the smooth transition senior management is planning.

### **4S Conversations® keep things calm**

Knowing when, what and how to start having conversations is critical to the organization’s wellbeing and the success of the upcoming change. Handled correctly, morale can stay high, even soar through change, and turn employees into advocates who embrace what’s ahead.

Our Change Management program uses our 4S Conversations® model as the

foundation and is designed to address your company’s particular challenges and needs. Real-world engagement helps teach new techniques and behaviors while providing the participants with confidence that they are prepared to lead any conversation or answer any questions that might arise.

“One reason people resist change is because they focus on what they have to give up, instead of what they have to gain.”

### **The way things start is the way they go**

It’s a lot easier and more efficient to understand, communicate and manage change right from the start rather than having to do damage control and then hope for the best moving forward.

Our Change Management program can set your organization up for a smooth, positive, less stressful transition.



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Say hello to better conversations.