

Leading Like Moses: Understanding Change and Transition
Here to Serve: Coaching for All Seasons
July 7, 2020

We often equate Change with Transition treating them as one and the same.

- **Change** is the external event or situation that takes place. It may be created by outside forces or it may be by choice. Change is **situational** and **objective**.
- **Transition** is the psychological process that people go through as they internalize and come to terms with the new situation that the change brings about. Transition is **psychological** and **subjective**.

Transition is a three-phase process.

- **Ending**
 - Be clear about what is ending.
 - Help people understand the change.
 - Acknowledge **who** is going to lose; **what** exactly they are losing.
 - Understand their pain points; acknowledge them.
 - Communicate clearly; keep people up-to-date.
 - Be firm about the ending. Say goodbye in a graceful way but note it **is** an ending.
- **Neutral Zone**
 - This can be a time of **breakdown** or **breakthrough**.
 - Try to limit the number of changes to one at a time if possible.
 - Creativity is key; be prepared to break old rules and habits.
 - Communicate well and help people to communicate among themselves.
- **New Beginning:** The future is ultimately unknowable, but educated guesses can be made.
 - **Purpose:** Make the objectives of the new beginning clear; leave no doubts about what you want to achieve.
 - **Picture:** Help people visualize where they are going.
 - **Plan:** A Transition Plan helps people deal with the personal, subjective, and psychological aspects of the process.
 - **Part:** Everyone has a part to play; a transition requires teamwork.

The Three Questions:

1. **What is changing?**
2. **What will actually be different because of the change?**
3. **Who is going to lose what?**

Cf. <https://wmbridges.com>