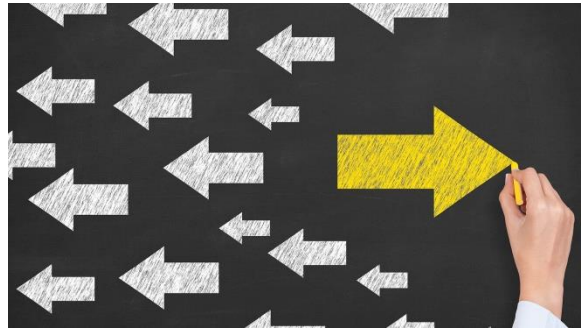


» Dealing with Change During the Crisis



Every day there are new updates on social distancing, when we can go back to our workplaces, the challenges of testing, etc. It's hard to keep up on the latest. And at a personal level, there are also on-going changes - virtual teams, new supply chain procedures, and new technology to learn. It is hard to grasp all the change that is coming our way.

In working with people, teams and organizations in the midst of change, I find most struggle. The brain interprets change as a threat and resistance is a natural reaction. Letting go of our current reality where we're experts and there is comfort in the known is hard. Staring into the unknown can cause anxiety when the future isn't yet clear. And when making sense of that new reality, where you have to hone your expertise again, you may not like or accept what the future holds.

As individuals and team members, you can enroll and become engaged in the change. Work with your team to assist in the impending changes. Ask lots of questions and learn everything you can. Stay focused in the here and now and stay positive.

As organizational leaders you can invest in the people side of change. Have you made a compelling case for the need to move forward? Have you trained your team to do what is expected? Do people know what they need to know, when they need to know it? Have you repeated communications many times and in many ways? Are people appropriately involved in setting, shaping and implementing the future direction? Do people have the skills to perform what the new organization may ask of them? Do people know where they fit? How will people's jobs change? How will performance be measured and managed to ensure the desired outcomes are achieved? Answer these questions so you can provide clarity and structure to empower your employees to thrive during this time of change.