

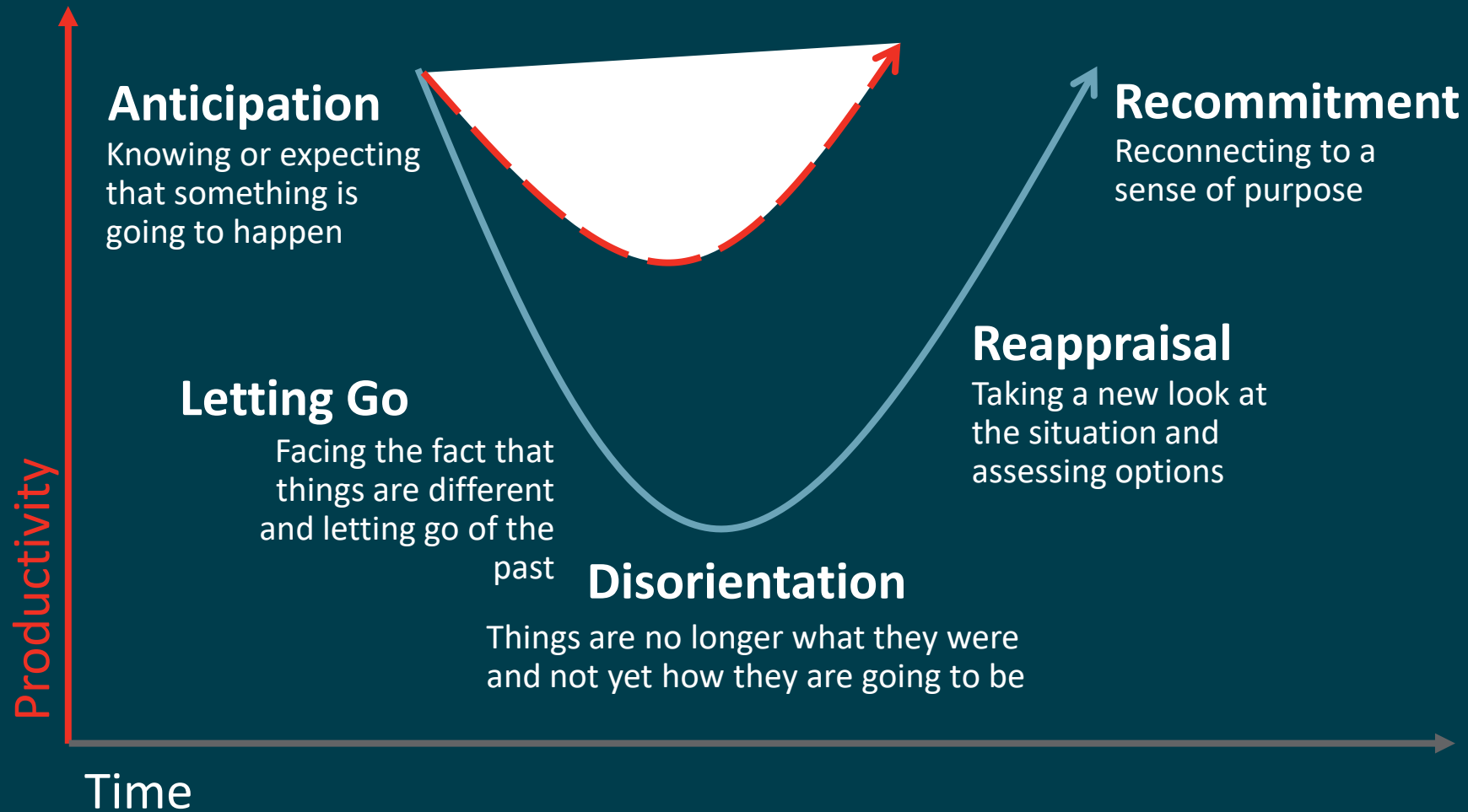


# LHH CHANGE MAP

LEE HECHT  
HARRISON

# LHH Behavior-Based Change Model™

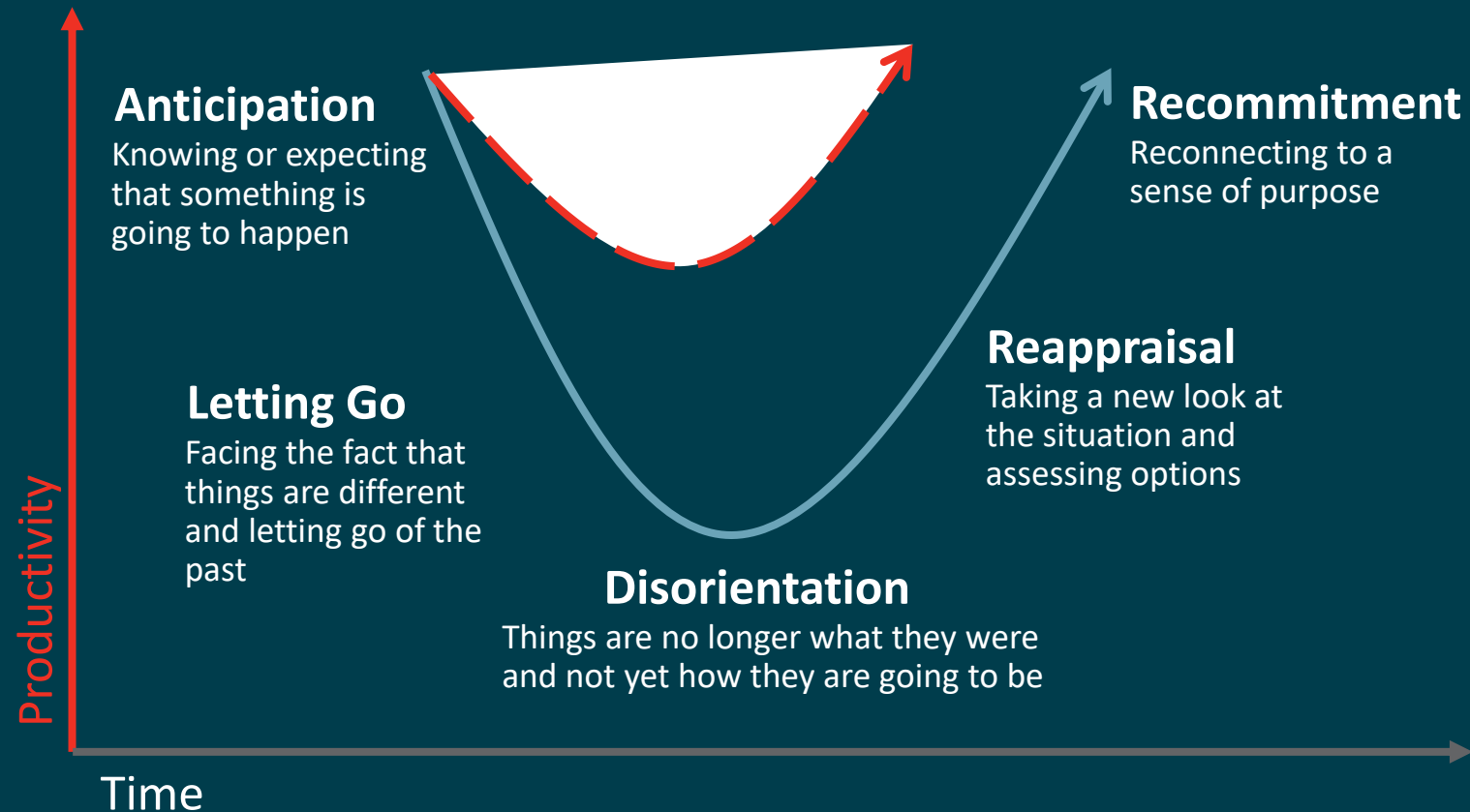
## How People Respond To Change



# The Stages of Change – Feelings and Behaviors

Stage of Change	Typical Feelings	Behaviors
<b>Anticipation</b> – Knowing or expecting that something is going to happen	Uncertain, excited, anxious, restless, energized	<b>Excessive conversation, rumors, speculation</b>
<b>Letting Go</b> – Facing the fact that things are different and letting go of the past	Anger, sadness, doubt, denial, shock, distrust	<b>Complaining, blaming, disorganized, missing deadlines</b>
<b>Disorientation</b> – Things are no longer what they were or how they are going to be	Lost, overwhelmed, confused, depressed	<b>Withdrawal, indifference, inability to focus, not listening, difficulty making decisions</b>
<b>Reappraisal</b> – Taking a new look at the situation and assessing options	Interested, curious, hopeful, unsure, “Is this still the right place for me?”	<b>Making decisions, assessing options, exploring possibilities, trying new ways of working</b>
<b>Recommitment</b> - Reconnecting to a sense of purpose	Optimistic, future oriented, confident, involved, impatient	<b>Working on priorities, focused</b>

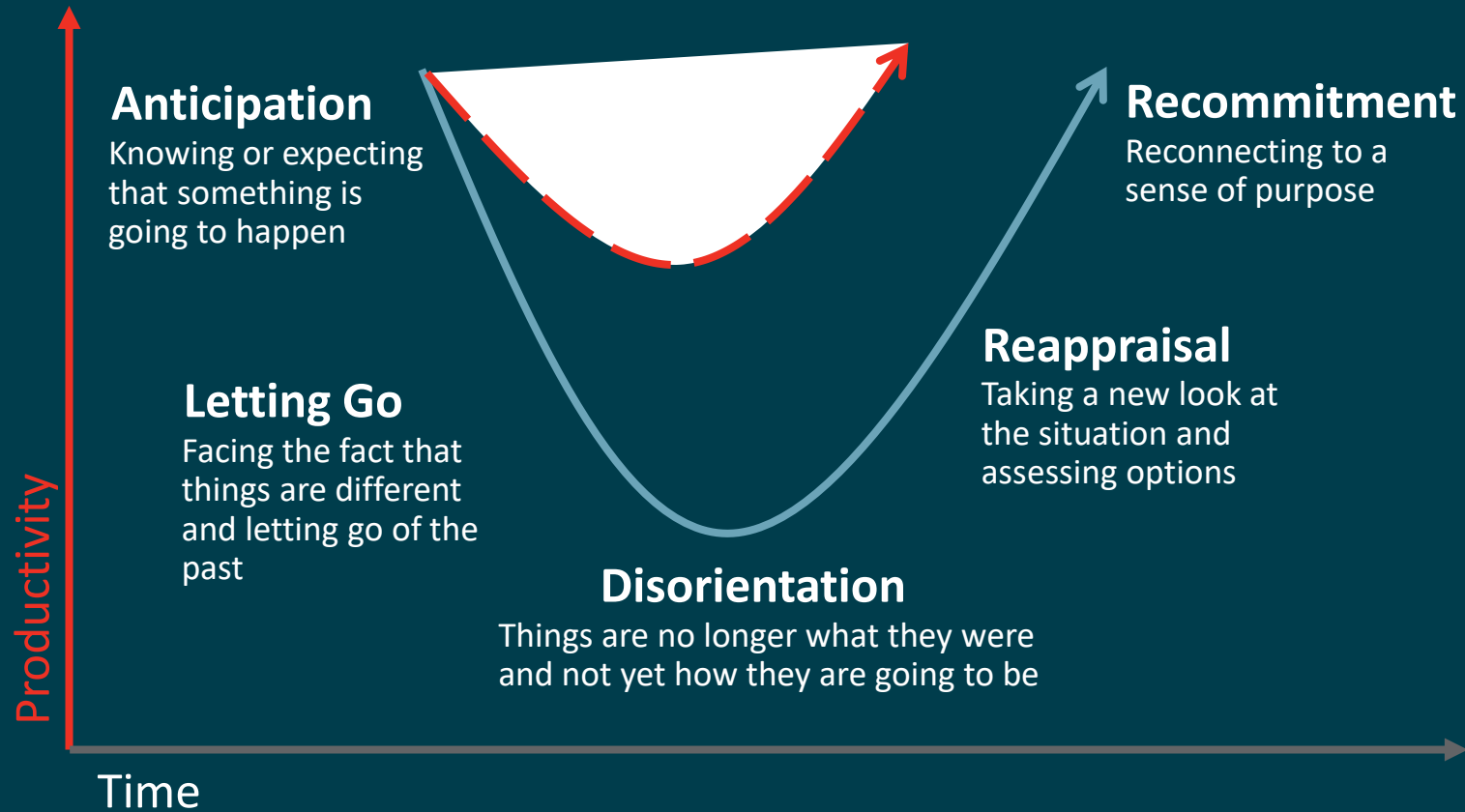
# Stage Identification – Your Team and You



Which stage(s) do you think your team is in now?

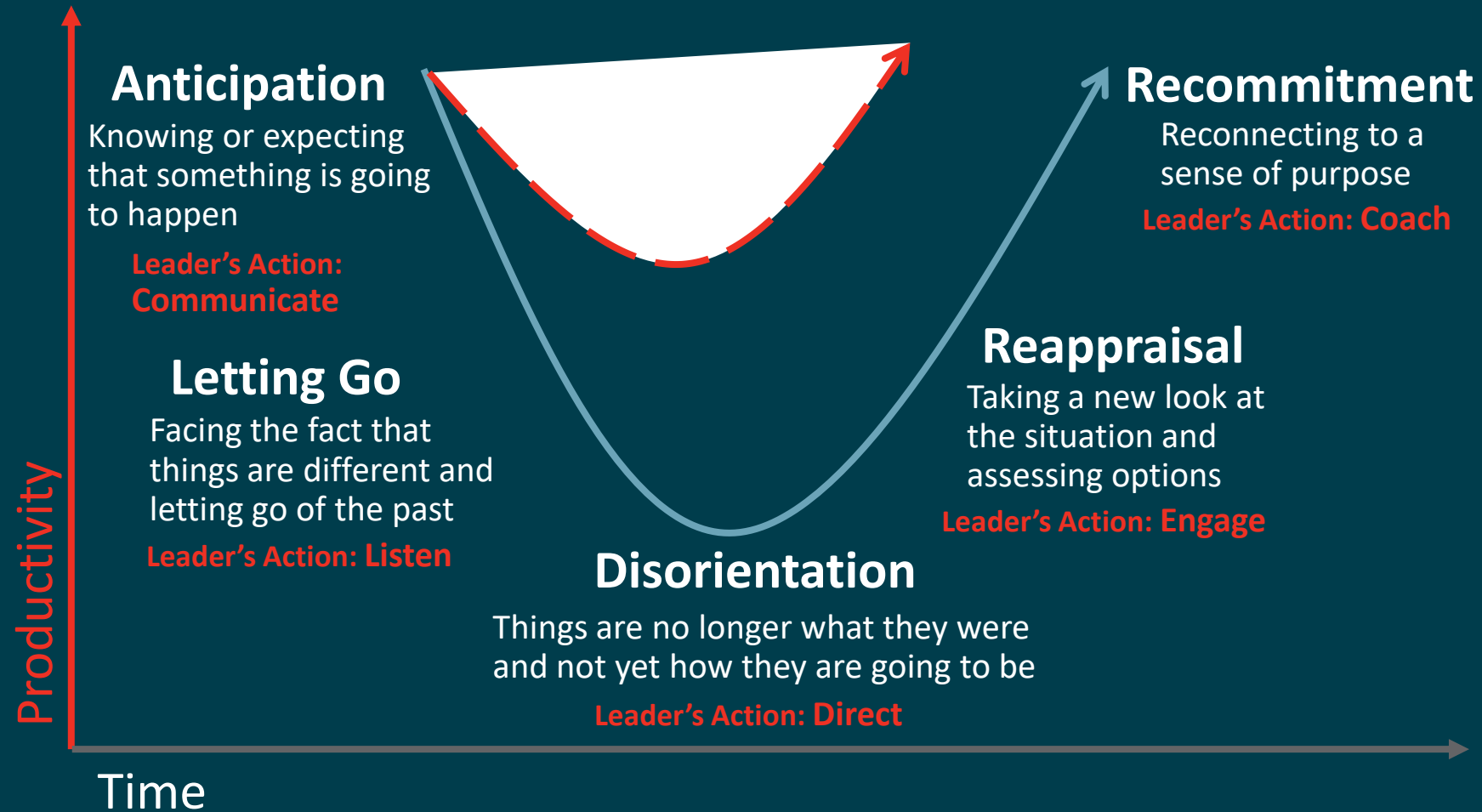
Which stage do you think you are in now?

# Where is your Team in the Change?



Based on where your team is in the change, how will that impact how you convey the right message in your team meetings?

# Key Leader Actions During Change



# Navigating Change Requires Resilience



## Resilience

The ability to quickly recover and maintain positive functioning despite stressors and change

**COPE** effectively with stress and uncertainty

**BOUNCE BACK** from physical and emotional stress

**ABSORB** high levels of change and remain effective

**ADJUST** to disruptions in life

**MAINTAIN** high levels of productivity