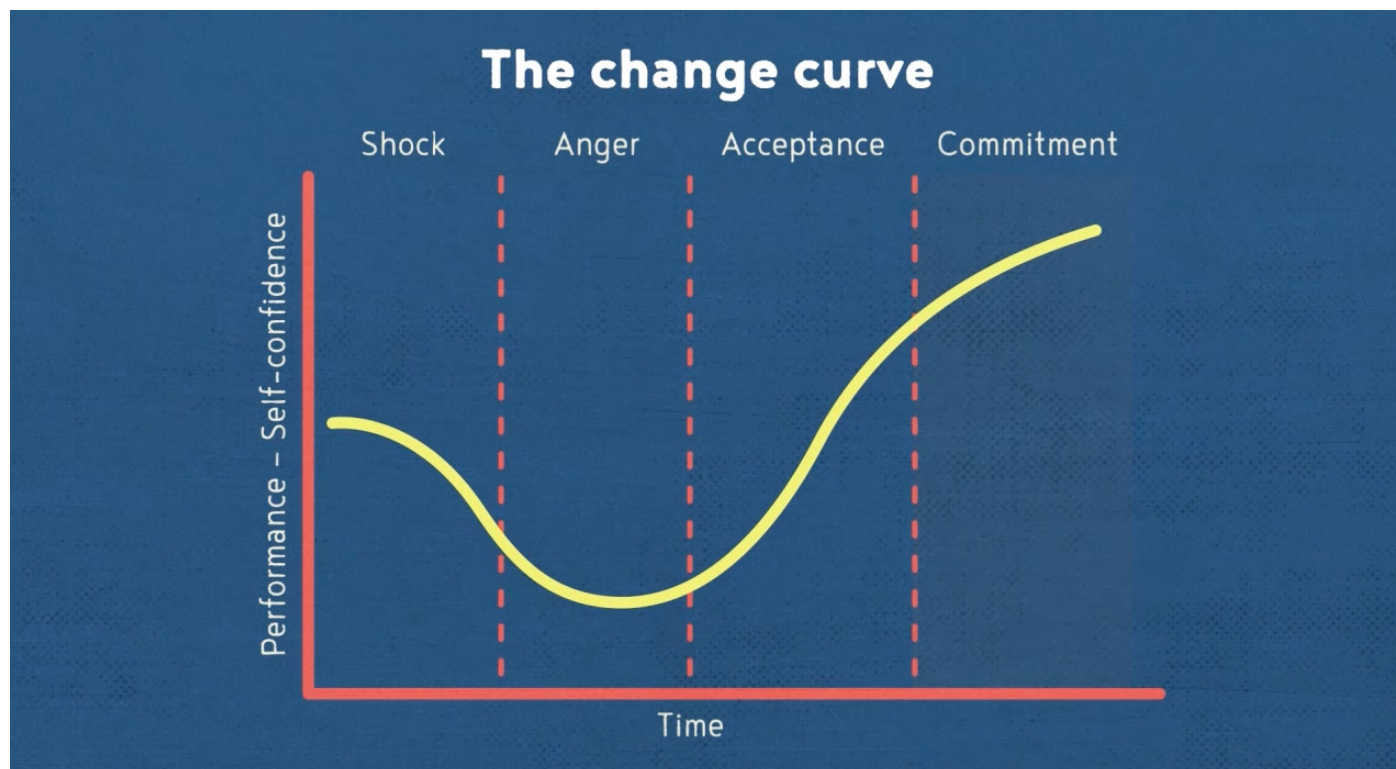


THE 4 STAGES OF CHANGE

Fact Sheet

The transition curve is a popular model used to describe a person's journey or transition through change.



It helps you to predict how people will react to change, so you can support them on that transition.

When change is first introduced at work, the people affected will typically go through four stages. These can be visualised on the change curve. The stages are shock, anger, acceptance and commitment.

STAGE 1 - SHOCK

People's initial reaction to the change will likely be shock or denial as they refuse to accept that change is happening.

STAGE 2 - ANGER

Once the reality sinks in and people accept the change is happening, they tend to react negatively. They may feel angry or fearful, and actively resist or protest against the changes.

This is perfectly understandable, as that person may have been an expert in the way things used to be done and their expertise has resulted in respect. The coming change undermines this position.

If people continue to resist change and remain at stage 2, the change will never work, at least for the people who react in this way.

So you need to help them move out of this stressful and unpleasant stage, into the more positive, acceptance stage.

STAGE 3 – ACCEPTANCE

At stage 3, people stop focusing on what they've lost and start to let go and accept the change. People will begin to test and explore what the changes mean to them.

STAGE 4 – COMMITMENT

When people reach the last stage, commitment, they not only accept the changes, but embrace them. They then start to restructure their ways of working and become more productive and positive.



TAKEAWAY

Your role as a manager or leader in the company is to help and support people through these individual transitions.