Nothing Changes if Nothing Changes

Change is hard. You go first.
The Four Phases of Transition

**Denial**

“It’s not happening to me”
“I don’t have to do this”

**Commitment**

“This is how I work now”
“This is a better way”

**Exploration**

“OK, maybe this can work”
“There might be a way...”

**Resistance**

“This will never work”
“I want to go back to the old way”

**Letting Go**

The New Beginning

The Neutral Zone
The belief that you can change is the key to change.
Be Real

• Take care of each other

• Ask for help when you need it.
Make Yourself Visible

• Model the behavior you want to see.

• Make it clear you are in this together.
Communicate and Listen

• Share what you know, when you know it.

• Listen with empathy and answer questions as best you can.
Stay Connected to the Big Picture

- Remember what you are trying to achieve.
- Don’t get stuck in the weeds.
Look After Yourself

- Build on your resilience.
- Don’t vent to your team. Keep it positive.
- Turn to a coach or mentor for support.
If something isn’t working, try something else.

- To change the response you need to change the procedure.
PAUSE!
Every Situation is Brand New!

- Accountable
- Conscious

GROW

Situation Choice Point

PAUSE!

STUCK STATE CYCLE

Where I am now!

- Behavior
- History

REPEAT:

- Automatic
- Unconscious

REACT:
Leadership doesn't always look the way we expect. Often, it's the small things we do when no one is looking that can make the biggest impact.
Be an Active Listener

- Stop talking
- Stop multi-tasking
- Look up
- Exercise patience
- Ask clarifying questions
- Paraphrase
- Summarize
- Make notes
Pay attention to the little things - they either build or erode relationships.
Positive Connections

- Avoid distractions
- Use open body language
- Use eye contact
- Remember names
- Look up - smile
12 Easy Ways to Show Appreciation

1. Be kind and respectful.

2. Give regular, positive feedback (be specific).

3. Say “please” and “thank you.”

4. Catch someone doing something right.

5. Show genuine interest.

6. Use their name.
7. Give the gift of time.
8. Send a handwritten note or card.
9. One word: food.
10. Create traditions.
11. Celebrate successes.
12. Be of service.
People don’t gain success all at once, but they will improve. Accept and reward signs of change when you see them.
Reflections

I learned ...

I will apply ...

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THANK YOU!