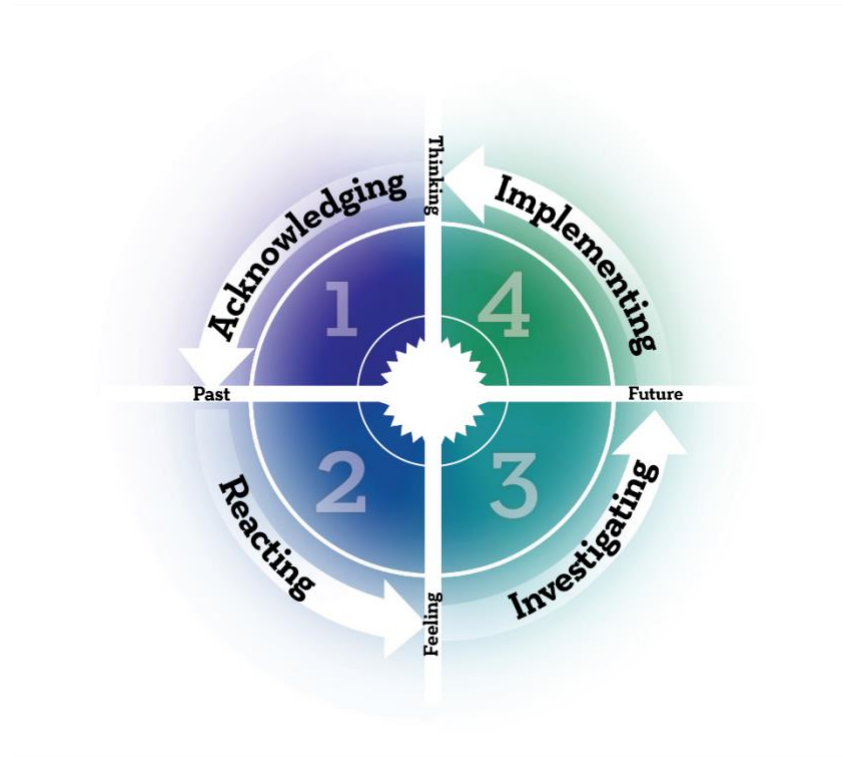
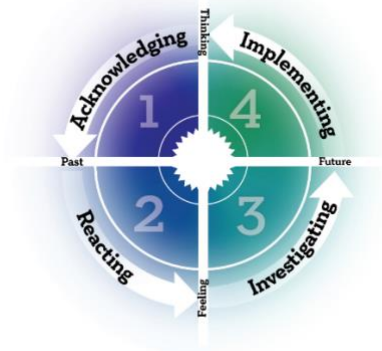


PELA 2021: Reflections on Change



- Considering the various stages of transition, where are you with your Community Change Project?
- What challenges are presenting themselves at this point?
- What may happen in your group (the people needed to make your change happen) to hold you back?
- What could you do to help the group move forward?

Leadership Imperatives



Leadership DO's and DON'Ts – Acknowledging

DO's

- Give visible support
- Provide information clearly, honestly, compassionately, and consistently
- Provide facts
- Assist with support networks
- Link to business drivers

DON'Ts

- Hit people over the head with the truth
- Push for acknowledgement (this intensifies denial)

GIVE INFORMATION



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Leadership DO's and DON'Ts -Implementing

DO's

- Clarify desired outcomes
- Reward effective performance
- Support risk taking and innovation
- Encourage communication
- Get out of the way

DON'Ts

- Micro-manage
- Control choices
- Limit participation

GIVE REINFORCEMENT



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Leadership DOs and DON'Ts - Reacting

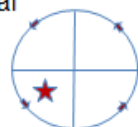
DO's

- Listen, ask questions
- Acknowledge the feelings of those in resistance
- Provide time (as the situation allows)
- Provides facts
- Be empathetic
- Identify areas of stability

DON'Ts

- Argue
- Provide reasons why they should not feel the way they feel
- Convince them this is good for them
- Push exploration that results in denial

GIVE SUPPORT



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Leadership DO's and DON'Ts - Investigating

DO's

- Create opportunities to explore new possibilities
- Reward exploration
- Use participative decision making
- Outline pros and cons of new possibilities

DON'Ts

- Push choices
- Rush choices
- Punish mistakes
- Overestimate or misrepresent future options

GIVE ENCOURAGEMENT



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