

Table Assignment (8 Sources of Change)

Consider a change that did not go well with a client, or in your world. Consider where significant resistance came from, and share that at your table. See where most of the resistance came from across all changes and be prepared to report to the larger group what the top three sources of resistance were.

When people find it difficult to change it is usually for some combination of the following reasons:

1. They don't want to change from the way they do things now
2. They don't want to change to what the Project Team is recommending
3. They don't want to go through the effort of getting to the new way
4. They don't trust the leadership's ability to get them to the new way
5. They don't trust the Project Team's ability to get them to the new way
6. The behaviors and beliefs are inconsistent with what they are hearing
7. They have been there and done that before and don't believe it will be any more successful this time than the last time
8. Because of who they are, they are more resistant to change than others.

Table Assignment (ADKAR)

Consider a change that did not go well with a client, or in your world. Consider where the majority of resisters were in their **ADKAR** journeys, and share that at your table. See where most of the resistance came from across all changes and be prepared to report to the larger group what the top three sources of resistance were.

- ▶ Awareness of the need for the change
- ▶ Desire to participate and support the change
- ▶ Knowledge on how to make the required change
- ▶ Ability to implement the required skills and behaviors required for the change
- ▶ Reinforcement to sustain the needed change.

Table Assignment (WIIFM)

Consider what you have learned about why people resist and share with you table how this will help you help your clients. If this is difficult, share an experience when you were unable to help a client because you did not know this, and how that impacted you.