

SUPPORTING THE CHANGE JOURNEY

Part 1: Stages of Change

Make change easier by helping employees and volunteers navigate the change process



BEFORE

- Passive about the change
- Has little or no information
- Has little or no opinion

- Has personal concerns
- Has opinions
- Asks questions about how the change will affect them

- Envisions future state
- Ready to learn how to use the change
- Concerned about job tasks & impact
- Has opinions about the change and its use
- Asks questions about the organization and other impact

- Accepts expectation to use the change
- Asks detailed questions
- Makes suggestions for improvements

- Continues to use the change
- Sees consequences of the change
- Accountable for the change

AFTER

- Understands the change
- Why it is necessary
- The risk of not changing

A choice to change

Able and ready to change

Successfully uses change on the job

Sustains the change without encountering barriers

1

Awareness

2

Desire

3

Try-Out

4

Adoption

5

Reinforcement