

Practical application: helping people through the change curve

STAGE	POSSIBLE STRATEGIES
<p>Denial: People do not believe that the change is going to happen. They think it will get “normal” again. They remain in the past.</p>	<ul style="list-style-type: none"> • Reflect what you see, hear, and feel to the individual: “I get the sense that you do not believe this is going to happen.” • Normalize: “I can fully understand that this is very different than you expected.” (Stating this does NOT mean that you agree with them.) • Confirm: “The only thing I can say to you right now is that the change will go ahead. It will not go away.” • Give time: “Take your time to process the news and let me know if you have any questions or whether you need my help.”
<p>Resistance: People become angry, frustrated, and anxious. There can also be despair and sadness. This stage is full of emotions.</p>	<ul style="list-style-type: none"> • Reflect what you see, hear, and feel to the individual: “I notice that you seem to have strong emotions about this.” • Normalize: “I can fully understand this. It is quite normal to experience this in your situation” (Stating this does NOT mean that you agree with them.) • Help to express the emotions (so-called “ventilation”): “What are you feeling right now?” “What’s it like?” • Acknowledge the feelings: “I notice that you are sad,” and continue ventilating: “What are you feeling now?” “What is there now?”

STAGE	POSSIBLE STRATEGIES
<p>Resistance continued...</p>	<ul style="list-style-type: none"> • Help to leave the past behind and to let go: "What needs to be grieved/acknowledged about the past that will not be there anymore?" "What will you not miss anymore?" • If the person is ready for it, start discussing the new reality and what it means for them.
<p>Exploration:</p> <p>The new reality has sunk in, and people are ready to face the future and explore what is possible for them.</p>	<ul style="list-style-type: none"> • Reflect what you see, hear, and feel: "I notice that you are more open right now to look at the future." • Normalize: "I can fully understand that it is not so clear yet where you want to go." • Explore possibilities: "What would be possible for you from here?" • As appropriate, amplify this: "If this actually was an important opportunity and crossroad in your life, what would it be?"
<p>Acceptance:</p> <p>People have found new meaning. They are ready to move forward and take on the new challenge.</p>	<ul style="list-style-type: none"> • Reflect back what you see, hear, and feel: "I notice that you have regained your energy and enthusiasm." • Offer support: "Is there anything I can do to help?" • Champion them: "I believe you can do this."