

## LEADING IN TIMES OF CHANGE:



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- When you speak the language of VALUE, you are indispensable to the business.
- Change management unites all HR Centers of Excellence to a singular cause.

### 6 Ways to Embed Change Management into Your HR Best-Practices

1. Develop Emotional Intelligence
2. Know the Current State
3. Create Guiding Principles
4. Repeat Key Messages
5. Generate FAQs
6. Teach through Stories

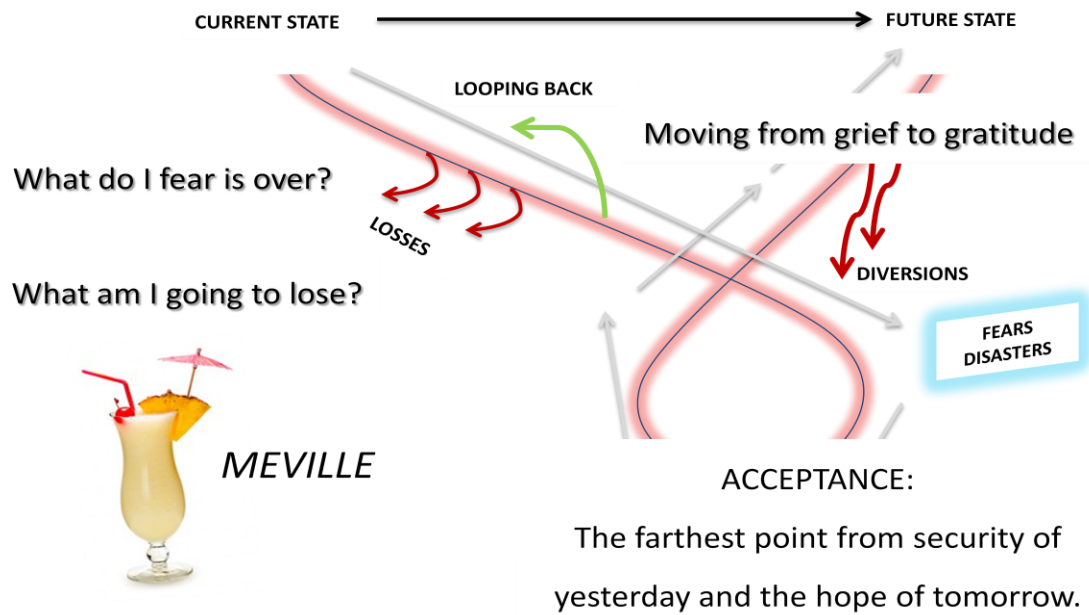
#### 1. Develop Emotional Intelligence. What is Emotional Intelligence?

The ability to *identify* and *manage* your emotions and those of others. ~ *Psychology Today*

Emotional Intelligence includes the ability to—

- Harness and apply emotions to tasks like thinking and problem solving;
- Manage emotions, including regulating your own emotions and cheering up or calming down another person.

Change can create stress akin to grief. Is it any wonder most people resist it?

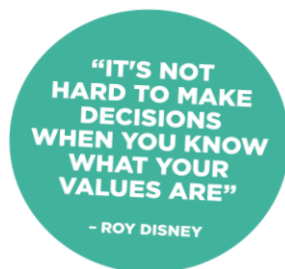


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## 2. Know Your Current Culture (surveys, focus groups, interviews)



## 3. Create Guiding Principles (the values encompassing the change)



#### 4. Repeat Key Messages (over and over)

- “We will sell no wine before \_\_\_\_\_.”
- “A bird in the hand is worth \_\_\_\_\_.”
- “Don’t cross your eyes or they will \_\_\_\_\_.”

#### 5. Teach Through Stories

- Anchor your work around stories people already know.
- Stories get stuck; facts get forgotten.

#### 6. Generate FAQs

- Remember what it’s like to be the last person in the know.
- Don’t expect people to embrace something they hear one time from one person.
- Without a playbook, all of your leaders will “wing it.” Do you think that’s their strong suit?

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