

# MANAGER'S TOOLKIT

## Leading change

Supervisors must organize change initiatives within their own work group. Without a process to follow, supervisors can make mistakes that will lose credibility for themselves and the change initiative, as well as waste time and money.

## Controlling change

**Identify as many aspects of the change as you can:**

GIVENS ~ Aspects of the change I (we) have no control over.

NEGOTIABLES ~ Aspects of the change that I (we) can influence or discuss with our groups.

CONTROLLABLES ~ Aspects of the change the team can control.

## Basic guidelines

***It's good practice if you:***

- Have a good reason for making the change.
- Involve people in the change.
- Put a respected person in charge of the process.
- Create transition management teams.
- Provide training in new values and behavior.
- Bring in outsider help if needed.
- Acknowledge and reward people.

You think you understand the situation, but what you don't understand is that the situation just changed.

-Putnam Investments advertisement

## Guidelines **Communication:**

1. Talk to  
People in  
Person
2. Tell People  
the Truth
3. Express  
Your Feelings