SEI LTC eLearning: The 9 C's of Change



Checklist of C's to access to intrinsically motivate others!

- Check in (self-awareness) with yourself about how you are feeling about delivering a change initiative, and be constantly thinking about how people are feeling on the ground
- Show that you Care trust in you as a leader is a powerful motivator
- Connect with each person individually; work with your people to develop their own strategy to navigate change. Leaders who adopt a Coaching approach are able to support their people to better understand change, and grow their own EQ to become more 'Change Ready'
- Give people as much Choice as you can. In a changing environment, people automatically think that they have no choice. We actually do all have a choice about how to respond to change
- Communicate as widely as possible to provide 'certainty' share as much information as you can, as often as you can (once is not enough)! When people don't know what is happening, they tend to fill in the gaps with their own stories so take every opportunity to share news (good or bad)! People can deal with bad news what sends them into a fear spiral is no news at all
- Community people can feel lonely during times of change, which may manifest as disengagement. Find every opportunity to bring people together, have fun and build relationships
- Connect people with their own purpose and that of the organization. Keep exciting them about the shared vision
- Choose to live into your values at every opportunity
- Curiosity seek every opportunity to be open to other perspectives, exploring ideas outside of your own thinking, solutions, beliefs and ideas. Try new things and stretch into exploring outside of your comfort zone



