










Applying a Coaching Mindset to Counter Change Resistance

Resistance is a big part of leading and supporting change, and you should never be surprised by it – resistance is normal.

It is basic human nature for people to try and keep their methods and customs constant, even when they know they are inefficient or ineffective.

Why do people resist change?

Fear of Job or Position Loss			Lack of Information or Understanding
The Organization's Past Performance with Change			Level of Impact on Current Job or Role
Change Fatigue			Feeling "Stuck"
Lack of Visible Support for the Change			Inadequate Ability or Capability
Comfortable with How Things Are			Missing Personal Connection or Accountability for Own Change Journey

The question to ask is, "Is it resistance? Or are people simply "stuck" because they do not feel enabled or empowered?"

There is no one recipe for perfectly curbing resistance. Supporting those who are showing signs of resisting is largely shaped by **timing and circumstance**.

4 Coaching Principles to Curb Change Resistance

1

Establishing Two-way Conversation and Dialogue

- 1:1 conversations
- Identify fears/ hesitations
- Establish regular touch points

2

Creating an Action Plan

- Document fears/hesitations
- Make a commitment to address them
- Draft a list of "new normal"

3

Building Personal Connection to the Change

- Challenge current thinking
- Focus on solutions
- Identify and practice new behaviours

4

Looking forward

- Lessons learned
- Celebrate small successes!