



Post-Training Support

Change Management

The first word of the change signals your initiation to it. In this phase your reactions will run from strong to not so strong, positive to negative. Know which phase you're in. Regardless of how or when change happens, you will move through three phases:

1. **The Unknown:** The rules have changed. You feel disoriented, uncertain, concerned. You're not alone: Confusion is a universal and natural reaction to change.
2. **The Adjustment:** You continue to make discoveries, learn, and begin to figure out what to do to put the change in place.
3. **The Normalization:** You adjust. And gradually you are able to integrate the change into your life more easily. What was unsettling is now normal. You see the change more clearly and get used to doing things differently.

Deal with your emotions.

You will experience a range of emotions with every change. You can make them work for you if you:

- Admit what you're feeling.
- Identify what's causing you to feel that way.
- Talk those feelings out with someone who might be able to help you work through them.

Take initiative and be involved. To feel less like a victim) look for:

- Areas of the change that you can control.
- Ways to overcome obstacles.
- Ways to enhance the change.

Notes: