

## RESISTANCE TO CHANGE: 10 REASONS

REASON:	RESPONSE:
<p><b>Loss of Control</b> Fearing that the proposed change will cause them to lose influence or authority. This might be valid or invalid, but the fear is real.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>Excess Uncertainty</b> Simply not knowing what will happen. People have varying levels of comfort with uncertainty, and just because you're okay with the number of unknowns doesn't mean everyone else is.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>Surprise, Surprise!</b> Feeling sprung upon, without enough notice or time to adjust. Some people on your team or in your unit will need to 'warm up' to an idea before they're ready to accept it.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>The "Difference Effect"</b> Enjoying the habitual, familiar order of things. These may be the same people that want to hold on to the (now) new order of things when the next changes come!</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>Loss of Face</b> Inferring that the need to change means that the former way was wrong. It may be the case that some of what your unit currently does is flawed; if these people were involved in creating or implementing the former then that can trigger this understandable reaction.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>

<p><b>Concerns about Future Competence</b>  Can I do it? Will it work for me?  Essentially this is fear of (personal) failure, and we can all relate to that!</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>Ripple Effects</b>  Worrying that the proposed changes will disrupt other activities, projects, or goals, that the negative effects in other areas outweigh the possible benefits.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>More Work</b>  Simply put, this is the understandable lack of desire to take on more work, give more time, or invest additional effort.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>Past Resentments</b>  Doubting that the new vision or plan will work (or is worth it) based on their experience with similar undertakings in the past. This historical memory can be really powerful.</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>
<p><b>Sometimes the Threat is Real</b>  Realizing that change will mean the loss of some things (or ways, or values, etc.) to make room for others. Sometimes this produces very real 'winners' (people who will clearly benefit) and 'losers' (people who won't).</p>	<p>What is the NEED underneath their resistance?</p> <p>What can we do to MEET that need?</p>