



EVOLVE: A WEBINAR SERIES

Summary and Application Exercises

Webinar 2: Differentiating Between the Stages of Transition

▶ SUMMARY

Learning Objectives

By the end of this webinar, you'll know:

- Know the 3 stages of transition
- Know how to recognize the stage an individual is in
- Understand the potential impacts on productivity
- Take action as a leader during a critical time

The Three Stages of Transition

Stage 1: Letting Go

What's happening internally	What you'll see	Productivity impact
<ul style="list-style-type: none">• Loss of the familiar• Anxiety, fear, or resistance• Reduced trust and certainty	<ul style="list-style-type: none">• Disengagement• Defensiveness• Complaints or nostalgia for "how it used to be"• Decreased focus	<ul style="list-style-type: none">• Sharp decline: People are distracted, emotionally taxed, and less effective

Stage 2: The Neutral Zone

What's happening internally	What you'll see	Productivity impact
<ul style="list-style-type: none">• Old ways don't work• New ways aren't yet mastered• High uncertainty, mixed emotions	<ul style="list-style-type: none">• Confusion• Inconsistent performance• Experimentation• Questions and fatigue	<ul style="list-style-type: none">• Lowest point: This is where most change efforts fail.

Stage 3: The New Beginning

What's happening internally	What you'll see	Productivity impact
<ul style="list-style-type: none"> • Confidence increases • Identity begins to shift • Energy returns 	<ul style="list-style-type: none"> • Engagement • Ownership • Improved collaboration • Forward momentum 	<ul style="list-style-type: none"> • Recovery and acceleration: Often exceeds pre-change performance.

Expanded Understanding of Paralysis

During Stage 2 (The Neutral Zone), individuals experience a phase called **paralysis**. There are several potential outward, negative reactions to change that an individual may exhibit during the paralysis phase.

- **Disinterest:** This individual keeps him or herself apart from others and finds it difficult to confront problems. This complacency can be driven by false pride or arrogance.
- **Unidentified:** This individual feels lonely and not in his or her element. This immobilization or self-protection is akin to hiding in a closet, driven by fear or panic.
- **Disoriented:** This individual lacks vision and feels awful. This very pessimistic attitude leads to constant hesitation.
- **Annoyed:** This individual looks for support in his or her disagreement and uses anger to solve problems. Deviance is driven by anger.

Trust-Based Relationships as the Foundation for Effectiveness

The level of success for everything you attempt to do as a leader managing through evolution is directly correlated with the level of trust-based relationships you have built in your team and organizations

- Low Trust - They won't take you at your word as hard as you try even if you "do" everything else right.
- High Trust - They will not only trust your word but also give a margin of grace, trusting you have their best interests in mind.

Employees trust leaders most when leaders:

- Align actions with values and promises
- Communicate transparently and directly
- Show competence and deliver consistent results
- Support and empower their people
- Inspire hope and a clear future direction

 **A P P L I C A T I O N**

1. Identify 2-3 changes that you are currently experiencing at work.

- 1. _____
- 2. _____
- 3. _____

2. Review the stages of transition and the feeling and behaviors associated with each.

3. Identify what stage of transition you are at for each change.

Change	Stage 1	Stage 2	Stage 3

Notes:
