



# Transition Checklist

# The Ending – Dealing with the Losses

- Identify who's losing what
- Accept the reality and importance of subjective losses
- Don't be surprised at overreaction
- Acknowledge the losses openly and sympathetically
- Expect and accept the signs of grieving
- Compensate for the losses
- Give people information, again and again
- Define what's over and what is not
- Mark the endings
- Treat the past with respect
- Let people take a piece of the old way with them
- Show how endings ensure the continuity of what really matters
- Bring in professionals when needed



# Managing Transitions – The Neutral Zone

- Normalize the neutral zone by providing explanations and opportunities for new and creative solutions for the organization
- Provide opportunities for others to take stock
- Provide workshops on creative thinking and innovation
- Encourage experimentation with new ideas
- Embrace losses, setbacks or disadvantages and use them to create new solutions to problems
- Look for opportunities to brainstorm new answers to old problems
- Don't push prematurely for certainty and closure during the ambiguous times



# Managing Transitions – Launching a New Beginning

- Clarify and communicate the basic purpose of the outcome you want to see.
- Paint a picture of how the outcome will look
- Lay out a step-by-step plan for the new way
- Give each person a part to play in the new plan
- Reinforce the new beginning
  - Be consistent with messages
  - Ensure quick successes
  - Symbolize the new identity
  - Celebrate the success

