

Chapter 2 Reflection Guide

When facing multiple changes at once, what can you learn from each experience that will enrich and extend what you can do in other experiences?

How is what you are doing and feeling the same or different in each change initiative? What contributes to the variance, and how does it influence how you experience and support change?

Thinking of a specific change initiative, what is your role?

How do you use your role to build others' commitment to and investment in the change initiative? How do you use your role to advocate for your own, others', and the initiative's success?

Reflect on a time when you were skeptical of or resistant to change. How did the leaders of that change respond? What would you do similarly or differently if met with resistance to a change you are leading?

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Consider a change journey you have experienced. What prompted the detours, backtracks, or interruptions? How did you address them? What other responses might you use?

What fundamental assumptions do you hold about change, and how do they influence your actions as a manager, facilitator, or implementer of change?

What are the roles of listening and curiosity in leading change? How are you using listening and curiosity as a change leader? Of the two skills, which is a stronger one for you? How will you continue to develop both?

What are the lessons you are learning about leading change as change manager, facilitator, or implementer? How do you respond to your own change, and how is your response different when you lead others? How can the lessons in this chapter contribute to your practice as a change leader?