



GUIDING TEAMS THROUGH CHANGE

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Change is inevitable. It is in everything we do, everything we see, and the world around us is constantly evolving. As supervisors, we are at the center of change; helping staff and employees understand big picture decisions and implementing them into everyday actions. Resistance is expected at times, but by helping shift mindsets around change, we can help our whole team move in a positive direction.

Why do people resist change? Simply put, change is scary. It often comes with uncertainty, a loss of control, unclear expectations, and fear of losing competence. Change can be viewed as something being “done” to people rather than “done with” people. When we recognize resistance, instead of viewing it through a negative lens, we can choose to approach it with empathy and understanding rather than defensiveness.

Clear and honest communication is a powerful way to share your feelings about a change and the information you have, even if it is not finalized yet. Laying out as much information as possible can help create a more positive mindset, while giving people time to process the change and ask questions when needed. Transparency is key during change and can significantly reduce anxiety and stress.



Another way to help reduce resistance to change is to ensure involvement from all employees. When employees are given a voice and the opportunity to communicate their thoughts and feelings about how something could work, they feel valued and heard. Feeling that they have a role in the process can create positivity among coworkers and foster a sense of empowerment.

As supervisors, we must model adaptability. Employees observe how leaders react to change, talk about it, and present it to others. Is the change framed positively or negatively? Do leaders agree or disagree, and how is that conveyed? Being flexible, asking questions, and showing a willingness to learn helps demonstrate that change is manageable and that everyone can get through it together in a more positive way.

Finally, ensure that as supervisors, we are recognizing the progress employees are making. Change is not always easy and can be taxing. People need to know they are appreciated for their efforts to adapt and learn during times of transition.

Change can be scary, but maintaining a positive mindset, feeling heard, communicating openly, and working together as a team can help the change process feel more supportive and move forward with confidence.