



... It all Matters

What You THINK

Your thoughts about the organization and its future will influence your behavior.

Ultimately, your vision and commitment will impact how effectively you manage yourself and lead others during this transition.

- *Do you have a positive picture in your mind of the organization's future?*
- *Are you committed to doing whatever it takes to make the organization's future happen?*

Tap into the people and resources you need to keep a positive vision and commitment alive and well.

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How You ACT

More than ever before . . .

- *Be visible, available and approachable*
- *Meet with people individually to deal with their concerns and questions*
- *Show empathy and support*
- *Be positive and proactive*
- *Take initiative and be decisive, especially concerning tough issues*
- *Be a leader . . . a coach, teacher, learner*

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What You SAY

- *Talk about the organization's vision of the future*
- *Acknowledge the value of the past*
- *Reinforce business reasons for change*
- *Talk about ways your customers and department will benefit*
- *Use positive language*
- *Communicate new information immediately*
- *Repeat information often . . . even if nothing has changed*
- *Be honest and consistent*
- *Be willing to say "I don't know but as soon as I do, I will share that information with you."*
- *Give accurate facts . . . even if it is bad news*

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What You DO

❖ Plan

- *Who are our key customers and what are their needs?*
- *What are the critical work priorities?*

❖ Implement

- *Who will do what and by when?*
- *Do people have the skills, knowledge, information and resources to get the work done?*
- *What are the criteria for success? Have they been communicated?*

❖ Communicate

- *Have I scheduled frequent meetings – both individual and team?*
- *What does my team need/want to know?*
- *How can I get my employees the accurate information they need/want?*

❖ Motivate

- *What kinds of words and actions do my team and I need to feel recognized and rewarded?*

❖ Celebrate

- *How will we celebrate small successes?*

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