

## **Worksheet: Build in Plans to Support People**

1. Identify who is being impacted by the change and how.

- Review your stakeholder analysis. Expand it in terms of how the change will affect each individual or group. What are their likely reactions?
- How will we engage each individual or group in checking our assumptions? What proactive steps can we take to respond to the reactions?

2. Acknowledge, honor, and balance losses.

- What are individuals and groups losing? How will we engage each individual and group in checking our assumptions and learning how to balance losses appropriately for each?
- How will we acknowledge and honor the past? What kinds of recognition or celebration activities can we plan?
- What can be done to mitigate the impact for each individual and group?

3. Communicate, communicate, communicate.

- What are the key messages that need to be sent out about the change?
- Who can help send the messages? How can we prepare them to play the role of communicators?
- How can the messages be sent? What methods will we use?