

# Handling Resistance To Change

- Acknowledge openly the validity of concerns and feelings regarding the change.
- Promote a spirit of inquiry and provide consistent, frequent, open, and honest communication.
- Obtain commitments by setting up opportunities for constructive suggestions.
- Encourage an atmosphere of respect, consistency, understanding, trust, and clarity by building and being responsive to feedback to correct misconceptions that develop.
- Keep or develop a sense of humor to help keep things in perspective.

