



# Change Management: Creating a Culture of Agility

## Did you know?

Change is the process of moving from a current way of doing things to an improved state.  
Change Management is the 'plan' for the people side of the business. As a Change Lead... You know that most employees don't just "adopt" the change.

The Kübler-Ross Cycle, below, explains how people emotionally experience the change. Managers use these to address reactions through validation, communication, support, & involvement for successful change adoption.

*Shows the "people side" of your team during the change.*



The Kübler-Ross Cycle of Change

