

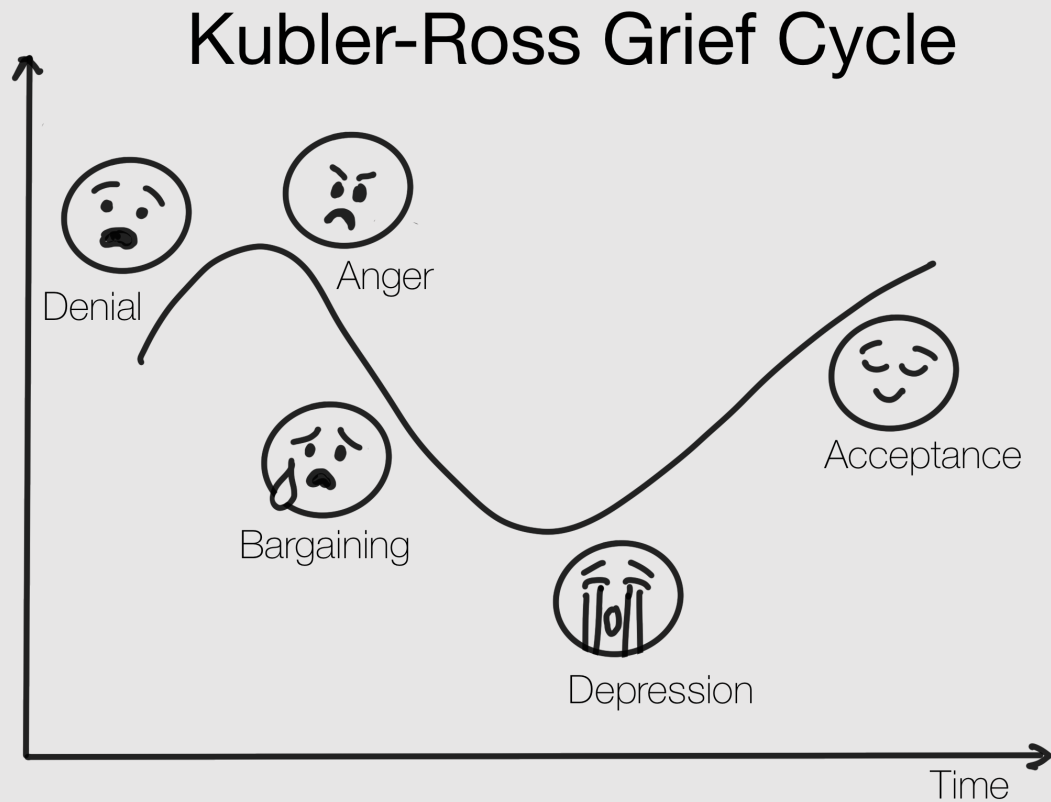
# Navigating Challenges Ahead For Support Officers



# Navigating Challenges Ahead For Support Officers

## Session 1 Part 2: My Change Curve

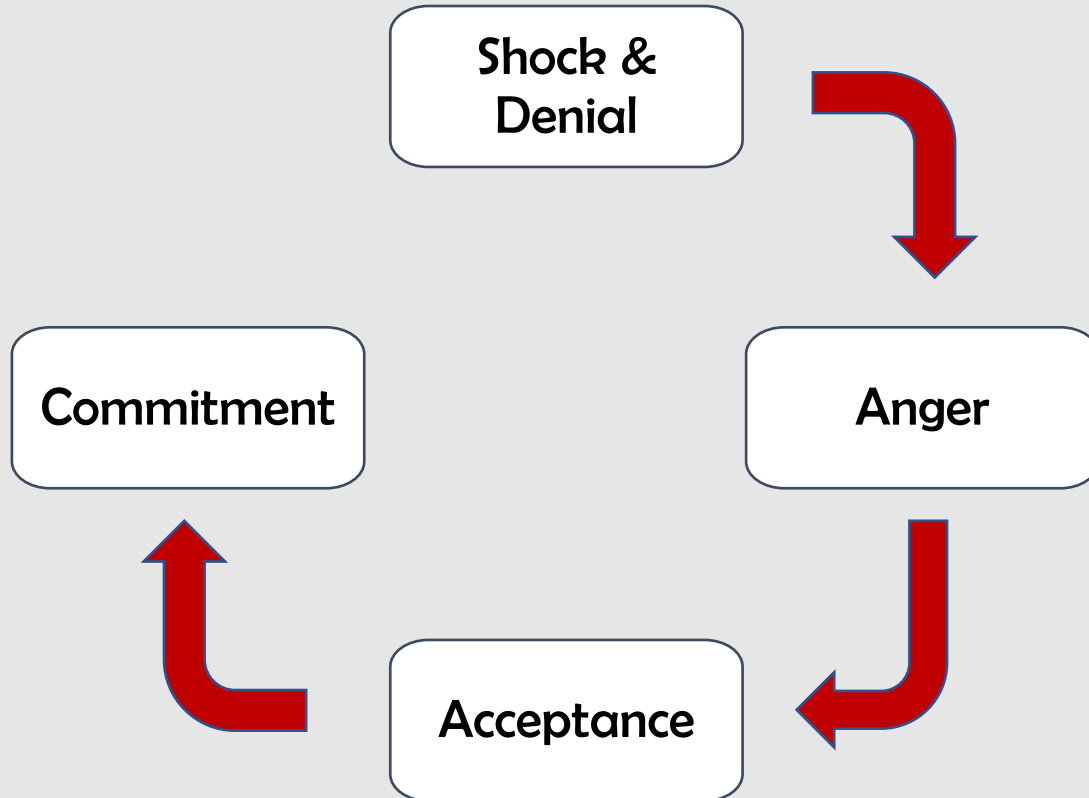
# Background of The Change Curve



The Change Curve is based on Kübler-Ross Grief Model developed in the 1960s by Elisabeth Kubler-Ross to explain the grieving process. The model dealt with five stages of grief: denial, anger, bargaining, depression and acceptance.

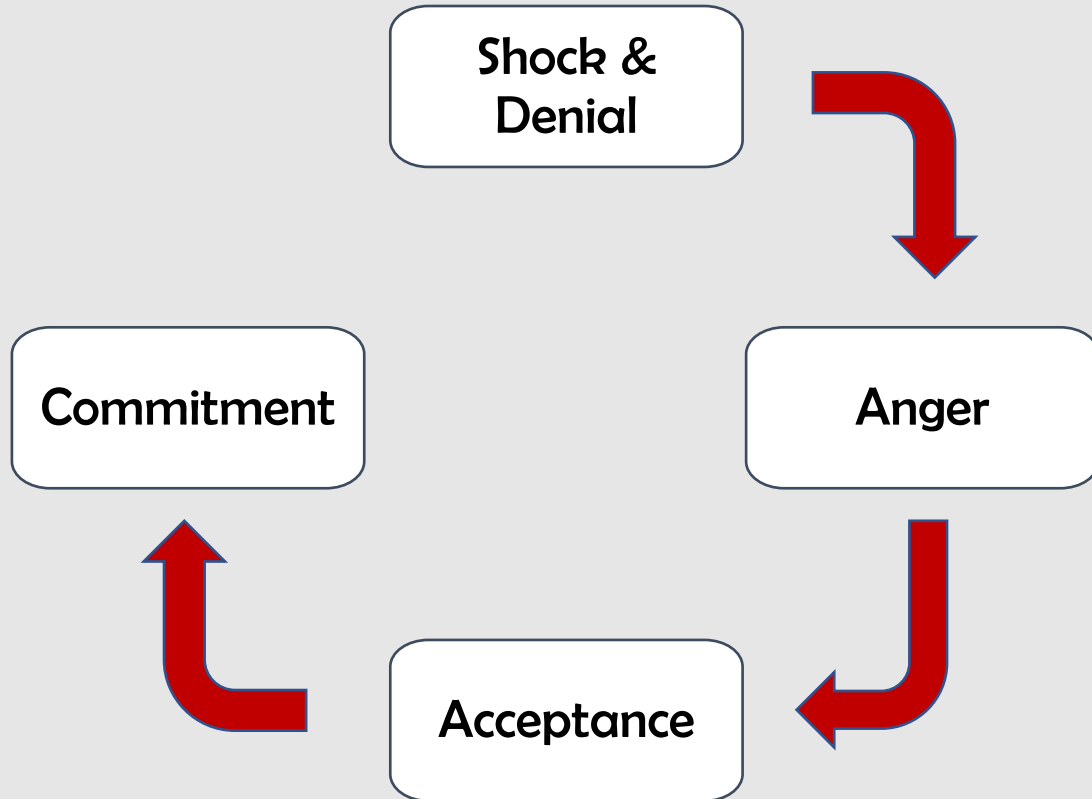
Today it is widely used in business and change management, and there are many variations and adaptations.

# Adaptation of The Change Curve



**As a change management process, the change curve has been cut down to four stages.**

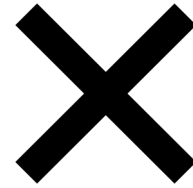
# Change Curve



To cope and manage  
**PEST / VUCA**  
changes, we  
need to understand  
the **CHANGE CURVE**.

# The Change Curve

Shock &  
Denial

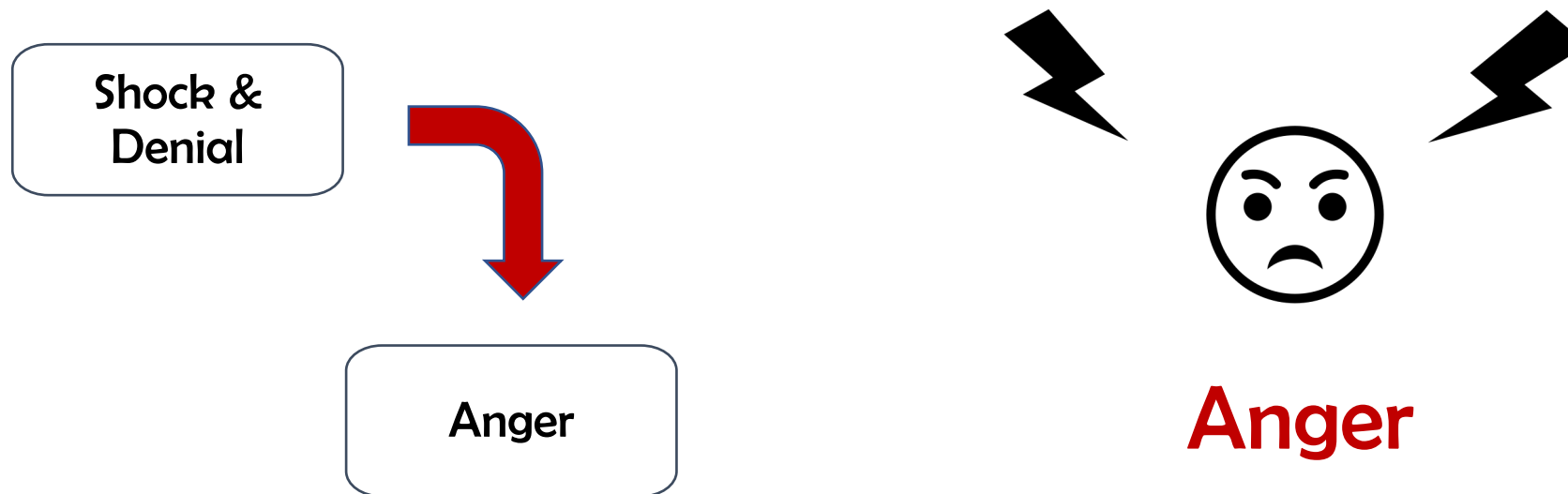


## Shock and denial

When a change is first introduced:

- Initial response - shock or denial
- Reaction - to the challenge the status quo.

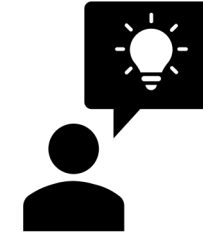
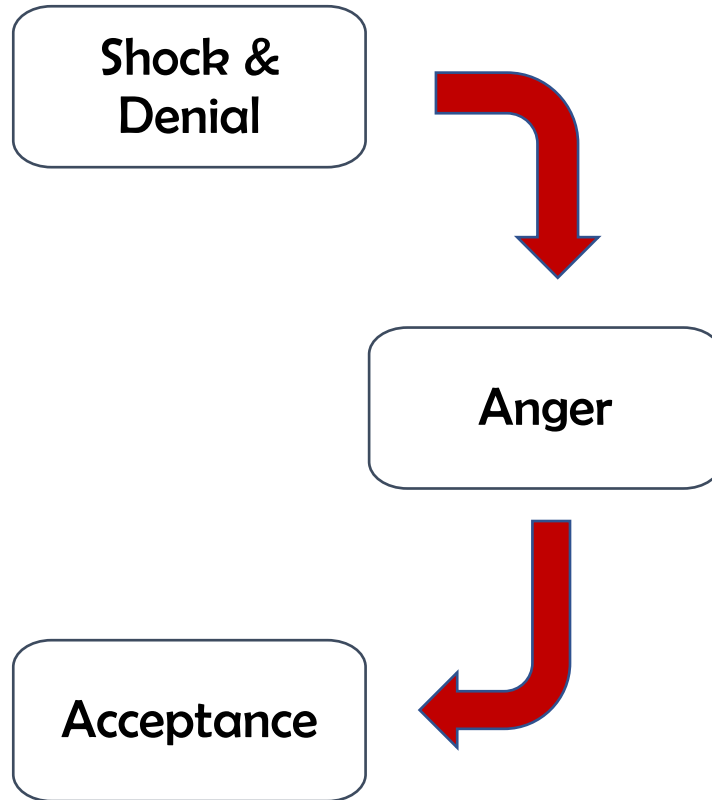
# The Change Curve



Once reality starts to hit:

- Reaction - negative
- Impact - angry and actively protest/resist against the changes.

# The Change Curve



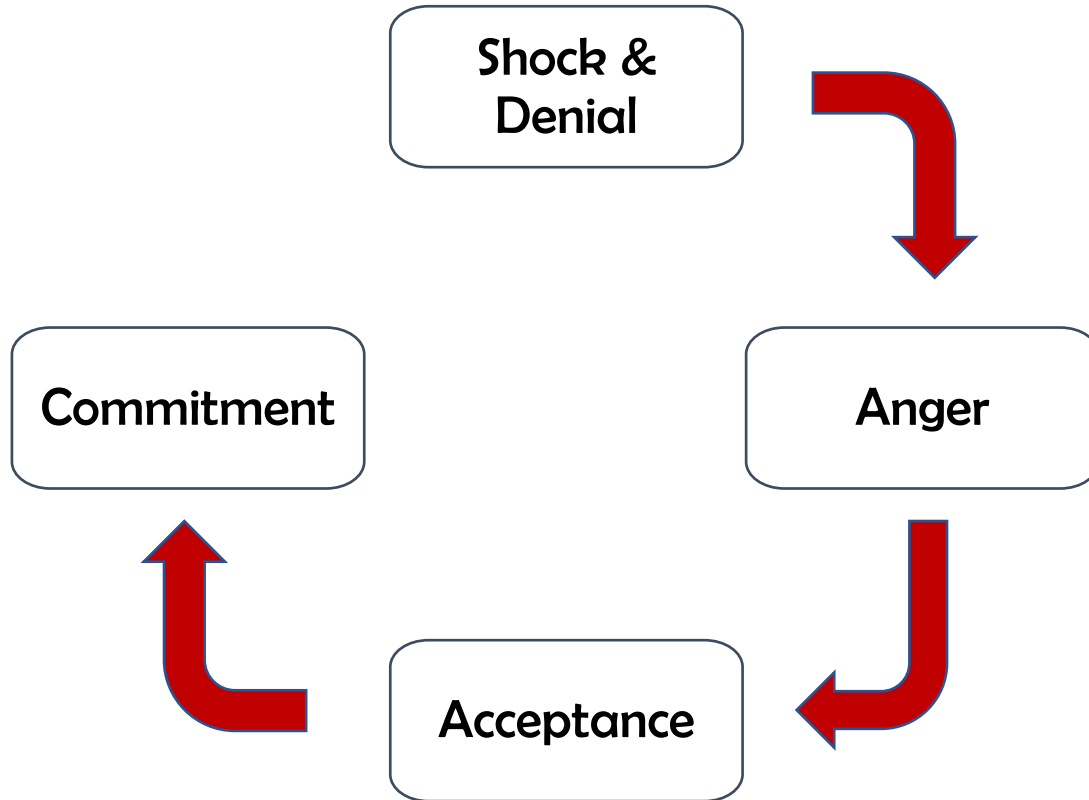
## Acceptance

Ready let go and accept the changes.

- Test and explore what the changes mean
- Learn the reality of what's good and not so good, and how to adapt.



# The Change Curve



## Commitment

- Accept and start to embrace change:
- Rebuild new ways of working.

# Reflection – For Class Discussion

## My Change Curve

Is your organization undergoing change? If YES, where are you on the change curve?

Share your personal story / experience of others on how they cope with the various stages of the change curve.

How you / others accept and reboot to move on?