

# IMPLEMENTING SOMETHING NEW

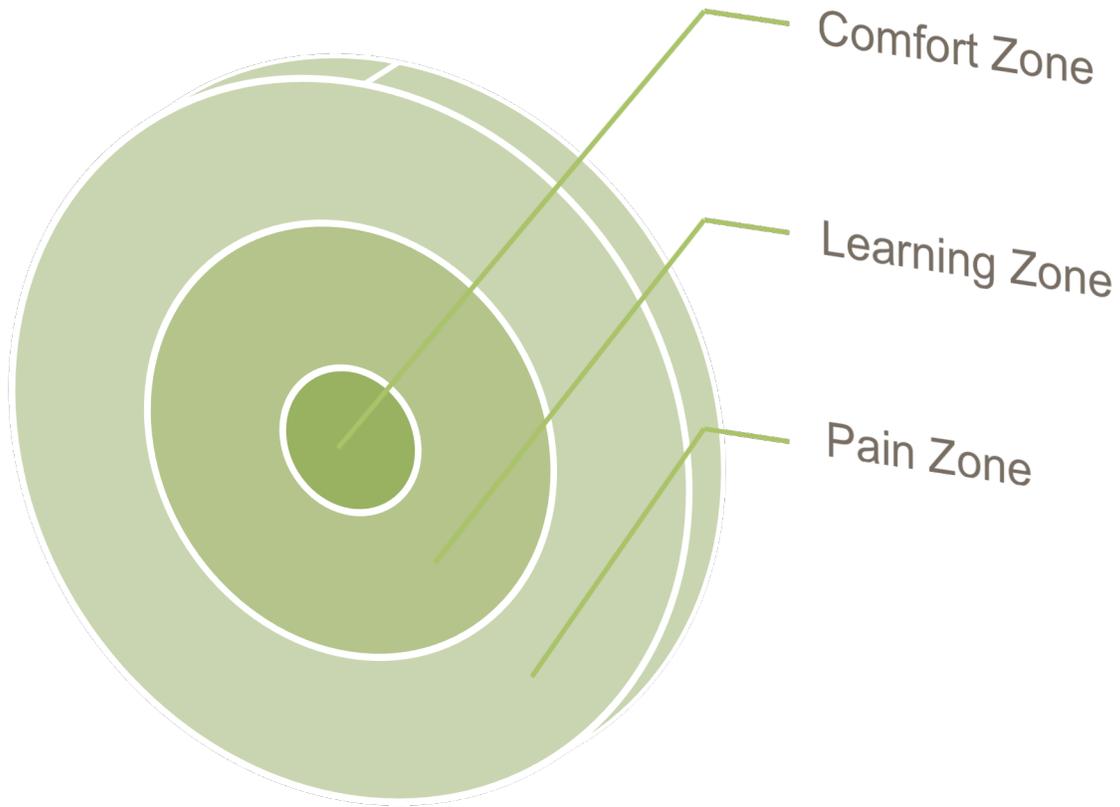
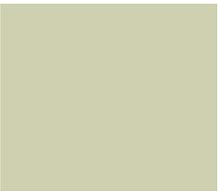
Things to Remember - Leader One



**HERB N' KITCHEN**

— NEW YORK CITY —





## **The Phases of Adaptation**

### **Stagnation**

Need for something new begins to emerge: a process or offering becomes cumbersome or outdated, guests and/or team members complain, our competition is perceived to be “passing us by.” Those in the organization who are aware of needs begin to push for adaptation.

### **Preparation**

We decide to make an adjustment and announce the decision. Managers' and team members' emotions range from fear (“Will I still have my job?”) to relief (“Thank goodness we’re doing something different!”) to excitement (“Let’s get going!”).

### **Implementation**

We begin to put the new processes into action! In addition to feelings of uncertainty, people may experience confusion, apathy, resentment, worries about inadequacy, or exhilaration. Some feel a sense of living in two worlds as they grapple with the current state while striving to build the new desired state.

### **Determination**

Things are different but still feel foreign. Working with new leaders, new procedures, and/or new processes, people may be confused. They may make mistakes that can slow down the change process. Some may say, “I told you it wouldn't work.” The initiative is at its most vulnerable point during this stage.

### **Fruition**

All the hard work starts showing tangible results! Emotions include confidence, optimism, and energy.

## **1 - Interpret Events**

- Be transparent.
- Keep expectations clear.
- Remain available and answer questions.

## **2 - Acknowledge Emotions**

- Understand that emotions are expected.
- Become an outlet for your team members.
- Reassure your team and relate to them.

## **3 - Stay Connected**

- Be present, available and listen.
- Ask and discuss in a manner that provokes open dialogue about questions and concerns.
- Make connection and communication your top priority.

“The best thing you can do is the right thing; the next best thing you can do is the wrong thing; the worst thing you can do is nothing.” - Theodore Roosevelt