



ISSUE: Understanding the change process.

THINGS TO CONSIDER: For many it is difficult to understand the 'roller coaster ride' that some employees put themselves through, especially during major life changes. No matter what behaviors or bad habits people have acquired, all people move through a 'process' on the road to change. For each person, it takes time and patience on their part to work through the change process. Similarly, others around them, which includes employers, also need to exercise time and patience during this time.

- Accept that people will move in and out of certain behaviors that they have changed or are trying to change.
- Know that they are learning and are practicing new behaviors that may feel uncomfortable and may be foreign to them. Sometimes people feel it is easier to act how or be who they used to be because it is more familiar terrain.

THINGS TO DO: Keep in mind that there are 5 important and recognized steps to change. A person can and will at times move forward and backward during any one of these steps and for different lengths of time.

1. **Pre-contemplation**
2. **Contemplation**
3. **Preparation/Determination**
4. **Action/Willpower**
5. **Maintenance**

Being patient and gently challenging people when necessary is how you can support them in their growth and assist them on the road to change.

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