



## Three Phases of Transitions

### CP3 Toolkit: Leadership & Culture

This model, adapted from William Bridges, aligns strategies and emotions with transition phases: (1) endings, losing and letting go; (2) neutral; and (3) beginnings.

<b>Three Phases of Transitions</b>			
	<b>Endings, Losing, and Letting Go</b>	<b>Neutral</b>	<b>Beginnings</b>
<b>Common Emotions</b>	<ul style="list-style-type: none"> <li>● Fear</li> <li>● Denial</li> <li>● Anger</li> <li>● Sadness</li> <li>● Disorientation</li> <li>● Frustration</li> <li>● Uncertainty</li> <li>● Sense of Loss</li> </ul>	<ul style="list-style-type: none"> <li>● Confusion</li> <li>● Uncertainty</li> <li>● Impatience</li> <li>● Resentment</li> <li>● Low morale (low productivity)</li> <li>● Anxiety about role, status, or identity</li> <li>● Skepticism</li> </ul>	<ul style="list-style-type: none"> <li>● Acceptance</li> <li>● High energy</li> <li>● Embracing possibilities</li> <li>● Hope</li> <li>● Openness to learning</li> <li>● Renewed commitment</li> </ul>
<b>Common Strategies for Navigating the Stage</b>	<ul style="list-style-type: none"> <li>● Accept resistance</li> <li>● Understand emotions</li> <li>● Encourage “talking” about it</li> <li>● Listen empathetically</li> <li>● Communicate openly</li> <li>● Provide education about the future state</li> </ul>	<ul style="list-style-type: none"> <li>● Sense of direction</li> <li>● Goals</li> <li>● Encourage “talking” about feelings</li> <li>● Give/obtain feedback</li> <li>● Set short-term goals for quick wins</li> <li>● Boost morale</li> <li>● Look for ways to contribute to success of change</li> <li>● Help manage workloads</li> </ul>	<ul style="list-style-type: none"> <li>● Link personal goals to long-term objectives</li> <li>● Highlight successes about the change</li> <li>● Celebrate</li> </ul>

**TIPS:**

1. Don't get impatient or try to push people through. **Guide them positively and sensitively** through the process.
2. Remember that **everyone will not reach each stage at the same time** AND that people can **vacillate** between stages, depending on what they think/feel about the change.
3. Take time to **celebrate** the change!