

# Managing the New Beginnings: A Checklist

1. Am I distinguishing in my own mind, and in my expectations of others, between the start, which can happen on a planned schedule, and the beginning, which will not?
2. Do I accept the fact that people are going to be ambivalent toward the beginning I am trying to bring about?
3. Have I taken care of the ending(s) and the neutral zone, or am trying to make a new beginning happen before it possibly can?
4. Have I clarified and communicated the purpose of (the idea behind) the change?
5. Have I drawn an effective picture of the change's outcome and found ways to communicate it effectively?
6. Have I created a plan for bringing people through the three phases of transition-and distinguished it in my own mind from the change management plan?
7. Have I helped people to discover as soon as possible the part that they will play in the outcome of these changes, and how that out will affect the part they currently play within the organization?
8. Have I ensured that everyone has a part to play in the transition management process and that they understand their part?
9. Have I checked to see that policies, procedures, and priorities are consistent with the new beginning I am trying to make so that inconsistencies aren't sending a mixed message?
10. Am I watching my own actions carefully to be sure that I am effectively modelling the attitudes and behaviour I am asking others to develop?
11. Have I found ways, financial and non-financial, to reward people for becoming the new people I am calling upon them to become?
12. Have I built into my plans some occasions for quick success to help people rebuild their self-confidence and to build the image of the transition as successful?
13. Have I found ways to celebrate the new beginning and the conclusion of the time of transition?
14. Have I found ways to symbolize the new identity-organizational and personal-that is emerging from this period of transition?

15. Have I given people a piece of the transition to keep as a reminder of the difficult and rewarding journey we all took together?

Source: Adapted from Bridges, W. M. (2003). *Managing transitions: Making the most of change*, 3<sup>rd</sup> ed. Cambridge, MA: Perseus Publishing.