

Leadership During Transitions

Denial, anger, bargaining,
depression and acceptance



Change can be perceived as a sense of loss, a lack of control, a fear of failure and a sense of betrayal. This can lead to some common responses such as denial, anger, bargaining, depression and acceptance.

During transition, people may ask:

“There’s nothing wrong with how we were working. Why change?”

“Are people going to have to relocate?”

“What does this mean in terms of my work load?”

“Who will I be reporting to?”

The USPS EAP offers both individual coaching, designed to promote self awareness, clarify visions and goals, and enhance skills, as well as coaching within a group which can assist before, during and after a change announcement. Connect with your EAP Consultant to learn more about how the coaching services can assist you personally and professionally.

Key tasks for leadership to complete during this time include:

- **Interpret & Communicate:** Be honest, transparent and available. Communicate and respond to concerns.
- **Support & Empower:** Give as much structure as you can. Provide opportunities for development and training.
- **Motivate & Energize:** Help workers see their purpose in the change.
- **Focus on what workers want and need:** Information, input and the ability to be successful. Set up short-term goals with tangible results
- **Seek Input:** Encourage questions - involve workers in problem-solving.
- **Listen Actively & Empathetically:** Demonstrate caring and respect.

Remember that you may also be personally impacted:

- Acknowledge and manage your stress points
- Identify what you can and can’t control
- Find a focal point to keep your balance
- Be aware of stress and how it affects overall wellness
- Establish your own support system
- Exercise, rest and eat healthy