

A List of Change Questions

A LIST OF CHANGE QUESTIONS

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Chapter 12 talks about the four components of a choice to change:

- Satisfaction with the status quo
- Vision for the future
- The first steps (or the plan)
- The costs or risks associated with the change

There are many comments and things people will say that will give you a big clue as to why they aren't yet choosing to change. However, sometimes you (as the leader) will still be confused – either they aren't talking or you aren't listening or some combination of the two.

If you are confused, this brief, but important, Bonus Byte gives you some specific questions to help you understand which components are keeping them from making the choice to change. Ask them, then shut up and listen. You might learn something!

- What are your concerns regarding this change?
- How pleased are you with the status quo?
- Are you having any current problems with <insert topic relating to the change issue>?
- What challenges or frustrations do you have?
- What do you wish for in this situation?
- What is the difference between "fine" and "great" for you?
- What does perfect look like to you?
- What concerns do you have with the plan for the change, if any?
- What have we left out or ignored?
- What risks do you see in the plan?
- What risks do you see in the change?
- What is bothering you about the change?
- What worries you?

This is not a complete list, and most likely will need to be adapted to your situation. You may not choose to use them verbatim. You also likely wouldn't ask them rapid fire, one after the other. Rather, use this list as a checklist and a starting point to open a conversation that will help you and others better understand current thoughts and feelings about change.

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