



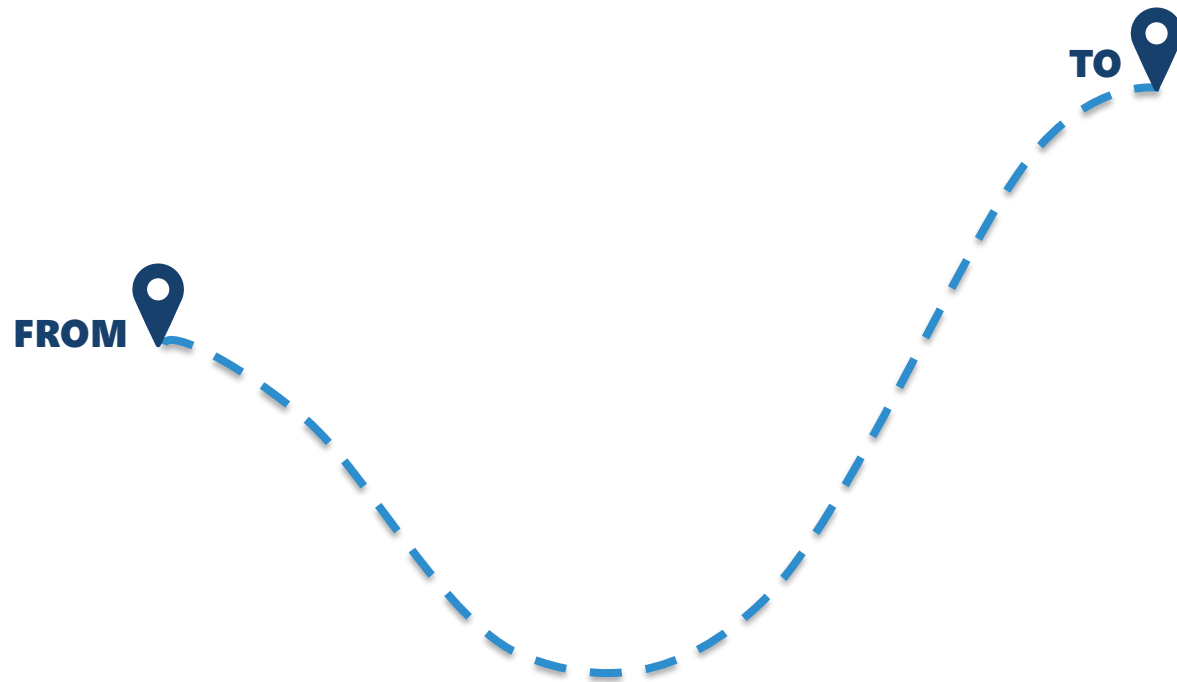
Leading Change

Mapping your team's reactions

July 2020

Organizational Change Management Office
Product, Planning and Performance Division

Understanding how change affects your team provides the groundwork for proactive leadership in addressing the need and concerns of your team members.



A team change map can capture **what's changing** (what's new, different, or going away) and the **effect** on individuals and groups within your team.

How do I map the different reactions of my team to an upcoming change?

- ✓ Use this guide as a template to get started.
- ✓ Customize it to fit your needs.
- ✓ Some typical areas to include:
 - Description of Change: what's changing (where are they currently and what will be different in the future)
 - Type of Change: What type of change is it? (process, role, etc.)
 - Perception: How does the individual or team perceive the change? (Value Add, Take Away or Net/Neutral)
 - Benefits, Concerns, and Risks: What are they?
 - Level of Impact: High, Medium, or Low by Impacted Group
- ✓ Identify any actions you need to take to support your team through the change.

Here is an example of a team change map.

You can find an Excel version of the template [here](#).

- HIGH** Significant Changes
- MED** Moderate Changes
- LOW** Minimal Changes



PROCESS



SYSTEM/TOOL



JOB ROLE



REPORTING
STRUCTURE



MINDSET/
ATTITUDE/
BELIEF



NEW PRODUCT
OR SERVICE



NEW
LOCATION/
FACILITY

Impacted Individual or Group	Description (What's changing?)	Type of Change	Perception	Benefits, Concerns, Risks	Level of Impact	Action Needed
New Supervisors	All new supervisors will need to attend a class on new leader onboarding		Value add	Benefit: better prepared supervisors who have clear expectations of role	HIGH	Communicate to new supervisors about the class, encourage attendance and follow-up on learning

Adjust the template to fit your needs.

More Tips

- ✓ Engage with folks who know what's changing and stay informed.
- ✓ Remember, this is a conversation. It's best to involve many people (including your team) to hone in on how this is affecting your team.
- ✓ Start by asking: *What are the key things that are changing and who's impacted?*
- ✓ You don't have to fill everything out at the beginning. This is a very iterative process. As you learn more, you can provide more details to the individual and team-specific changes.

Questions?

Please reach out to [ESD's Organizational Change Office](#)