



*This month's topic:*

## Managing Change and Transition: Supporting One Another

In the last year, we have experienced nonstop change, calling for us to put into practice all we know about working through uncertainty.

William Bridges' transition model offers a framework for supporting each other through the emotional aspects of change – Endings, the Neutral Zone and New Beginnings – and can help guide our actions and conversations. We know that change (the external event) and transition (the internal personal journey) can provoke strong feelings in each of us, and the nature of those feelings differs with each transition phase. Right now, we may be experiencing emotions related to different large-scale changes, such as the formation of Virginia Mason Franciscan Health as well as the pandemic, social justice movements and more.

With regard to the formation of Virginia Mason Franciscan Health, some of us may be experiencing change-related feelings typically associated with Endings – denial, sadness, fear, anxiety and optimism. With the pandemic, we may be experiencing a combination of Neutral Zone and New Beginnings, where feelings of impatience and hope may be continuing, and encouragement is emerging.

Supporting one another through transitions facilitates the change process and helps energize us about the future. All our teams should take some time to create a safe space for dialogue and mindful listening so everyone has an opportunity to surface their feelings and feel heard.

As we navigate these stages of transition, consider discussing the following questions during regularly scheduled 1:1 meetings, huddles, Performance Success check-ins and team meetings. For additional resources, managers should check out the [Leading Your Team through Transitions step-by-step guide](#) and [Team Conversation Guide](#) on the [Leading Change Resources V-Net](#) site.

### 1:1 AND TEAM DIALOGUE QUESTIONS

- What are your hopes, fears and concerns about changes occurring now? What about these changes is positive and exciting to you? Why?
- What are your most significant personal and professional challenges related to current changes? How are you taking care of yourself?
- What are some ways we can work effectively through the ambiguity we are experiencing? What can we do to support each other?