

Lean into change



There's only one constant in life: change. Whatever that means for your organization, you can help your team lean into change for better results. And it can help morale, too.

Being a change agent — someone who welcomes and helps shape change so it has a positive impact — gives you and your team an active role in the process. It might mean changing the ways you think about change. Instead of focusing on all the things that can go wrong, try these tips:

- **Look for opportunities.** Don't fear change, evaluate it. Even if the new way is better, is it the best it can be? How can it be improved?
- **Share feedback.** Don't just criticize or complain. Offer ideas and suggestions. What new services are your customers always asking about? Let your team know and see if you can make them happen.
- **Offer to help.** You might be surprised how much raising your collective hand can make your team stand out in a good way. If you have the ability, the next step after finding opportunities and sharing them is to roll up your sleeves and join in the effort.
- **Make a difference.** Do you measure success by how many tasks your team crosses off the to-do list? Or do you measure it by the value they bring to your customers and each other? Try to build in rewards for going the extra mile whenever possible, so your team members know their efforts are valued.

By leaning into change and aiming to be a change agent, you can help your team build resilience, adapt quickly and find new solutions to better serve your customers.

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