

# Stages of Change – Considerations for Building “Readiness”

Based on Prochaska and DiClemente’s Transtheoretical Model

	PRECONTEMPLATION	CONTEMPLATION	PREPARATION	ACTION	MAINTENANCE
<b>Description of stage</b>	At this stage, the person is not yet aware that a change is needed or is very reluctant to acknowledge that the change is needed or “on its way.”	At this stage, the person acknowledges some interest and is open to the possibility of change but is ambivalent and uncertain.	At this stage, the person wants to and plans to participate in the change but is still trying to figure out what to do.	At this stage, the person is actively involved in the change process but is still developing the skills or becoming accustomed to the change.	At this stage, the person has achieved a high level of competence with the new way of work and is maintaining the change.
<b>Examples of what people might say</b>	<p><i>“I don’t see a problem”</i></p> <p>or</p> <p><i>“I’m ignoring it, this fad will go away!”</i></p>	<p><i>“It looks like the train is moving... I’m not sure about this”</i></p> <p>or</p> <p><i>“I’m being forced to change”</i></p>	<p><i>“I’m getting ready to make the shift to the new way of work”</i></p> <p>or</p> <p><i>“I’m interested, but I’m not sure I have the skills and know-how required...”</i></p>	<p><i>“I’m on board and beginning to feel comfortable with the change”</i></p> <p>or</p> <p><i>“There’s still a lot more to learn, but I understand where we are going and am committed to the new way of work.”</i></p>	<p><i>“Change? This is how we work here at our agency.”</i></p> <p>or</p> <p><i>“I can’t believe I used to do this another way.”</i></p>
<b>Possible reasons behind this way of thinking/feeling</b>	<ul style="list-style-type: none"> <li>is uninformed or under-informed</li> <li>does not intend to take an active part in any organizational change effort beyond doing the “minimum required” to stay employed</li> <li>has gotten on board with past changes that “went nowhere” and is very reluctant to engage in the new effort</li> <li>can be viewed as resistant, very reluctant or unmotivated</li> </ul>	<ul style="list-style-type: none"> <li>sees some benefits to the “change,” but is concerned about the risks and impact to them or personal cost to them (e.g. time, effort, new roles)</li> <li>intends to go along with the change, but may only be able to say they understand rather than able to act (verbally supportive, not functionally supportive)</li> <li>may be vacillating between hanging on to the “old” or trying to make the “old” fit the “new”</li> </ul>	<ul style="list-style-type: none"> <li>is ready to be actively engaged in a new way of work</li> <li>is ready to take action in the very near future to support the new way of work</li> <li>volunteers for training or to be the “next person to try the new way”</li> <li>wants to understand the plan and take up their role in the organization to support the work ahead</li> </ul>	<ul style="list-style-type: none"> <li>has already “changed” his or her way of work to align with the innovation as a result of training, coaching, reading material, etc.</li> <li>has carried on with new protocols, ways of work consistently for a number of months</li> </ul>	<ul style="list-style-type: none"> <li>continues to consistently maintain new behavior that supports the new way of work</li> <li>has achieved a high level of competence with the new behaviors required to do the work</li> <li>has integrated the “new way” into the now “current way of work”</li> </ul>

## Group Activity

### The Challenges:

When starting a new initiative, oftentimes it appears that individuals are “stuck,” or resistant to change. Many individuals have experienced change “fatigue” in their professional lives due to desired results not being yielded. It is possible they are experiencing many barriers and concerns towards an upcoming program, process, or practice. How can leaders support positive progress forward and support the needs of their team?

### A Solution:

By understanding which stage of change an individual or team of individuals is currently in, leadership can ensure they are providing the right types or supports (adaptive or technical).

### Reflection:

1. *Read through the Stages of Change – Considerations for Building “Readiness” document.*
2. *With a partner, reflect on a recent personal or professional experience that involved moving through at least one of the stages of change.*

*How did you or others behave at one or more of these stages?*

*What do you think may have helped move forward?*

*What are some potential benefits of a “Stages of Change” perspective in relationship to your role as a leader?*