

Resistance Planning Worksheet

Resistance is a natural occurrence when change is being introduced. The most successful change projects happen when there is proactive planning to address the resistance that will occur. Use the checklist below to identify the types of resistance you are observing and to make plans to address the resistance.

REMEMBER: Your primary goal is to be prepared so that when resistance is encountered, it is not a surprise.

RESISTANCE TYPE

- What kind of resistance do we expect?
- What do we think it will look like? What will we be seeing, hearing and feeling?
- What functional and department areas do we expect to be resistant? Do we expect it will be high, medium or low level?
- What area of employees do we expect to be resistant? Will it happen at the executive level? Among the managers/supervisors? Front line?
- What intensity of resistance do we expect for each of these populations?

RECOGNIZING RESISTANCE

- How will we know resistance is happening?
- What will we be seeing, hearing and feeling?
- Are there things/processes exist that we leverage to find out where resistance might be occurring? (E.g. team meetings, performance reports, production reports, manager meetings, compliance audits, etc.)
- Are there things/processes that we want initiate to ensure resistance is identified? (E.g. intranet sites, emails, reoccurring surveys, etc.)

ADDRESSING RESISTANCE

- What plans do we want to execute to address the resistance? (E.g. training, 1:1 meetings, special communications, etc.)
- Do we need to execute different plans for different audiences?