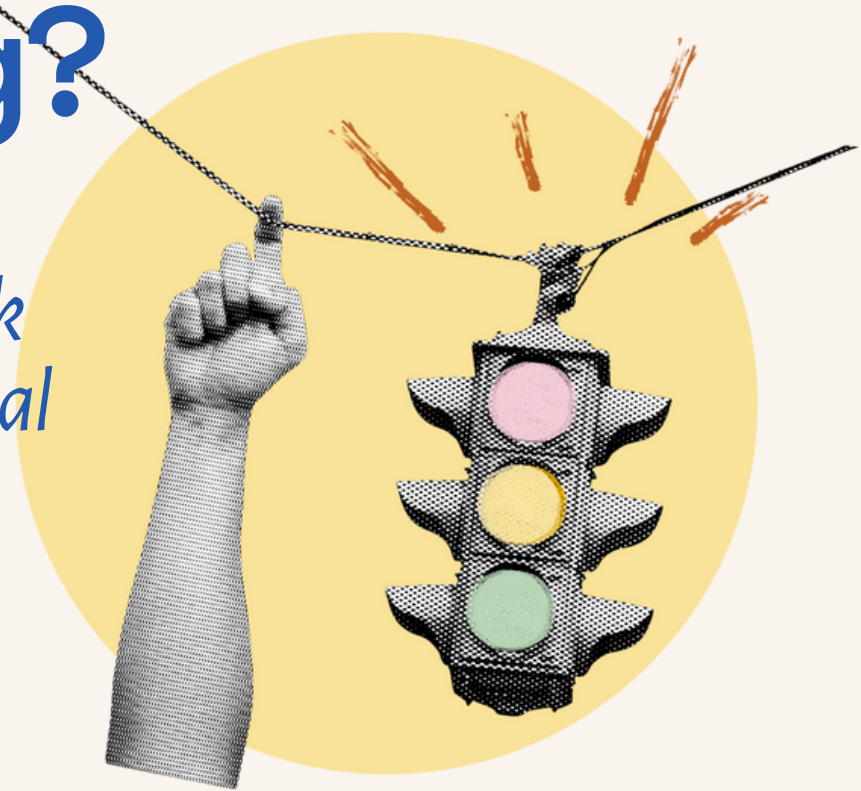


When Resistance Speaks, Are You Listening?

*Reframing pushback
during organizational
change*



Defining our terms

Change management is the practice of supporting people through transitions — from “we’re changing” to “we’ve changed.” It can be applied to any project, whether it’s:

- A new technology system
- A restructured team
- A different process or workflow
- A strategic shift

Good change management ensures changes stick.

Great change management ensures changes are worth sticking to.



When Resistance Speaks

You've seen this before

A change is announced. Then:

- People say they're too busy for training
- Workarounds appear immediately
- The new system sits unused
- Old processes continue in shadow

Change management methodologies generally call these symptoms of "resistance."



When Resistance Speaks



Reframing resistance

Often, change management treats resistance like a problem to solve:

- "How do we get buy-in?"
- "How do we move people through the change curve faster?"
- "How do we minimize complaints?"

These are usually the wrong questions—at least at first.



When Resistance Speaks

Resistance Is Data

When someone resists, they're often telling you:

- 'This workflow doesn't match how work actually happens'
- 'We tried this before and here's what broke'
- 'There's a constraint you haven't seen'
- 'This will hurt the people we serve'
- 'The problem you're solving isn't the real problem'"

Every objection is a gift. Every workaround is a teacher.



When Resistance Speaks

Get curious about resistance



As a change leader, this is your moment to shine!

- ✓ Create space for honest feedback
- ✓ Ask "What are we missing?" instead of "How do we convince them?"
- ✓ Be prepared to advocate for course-correction, even late in the process

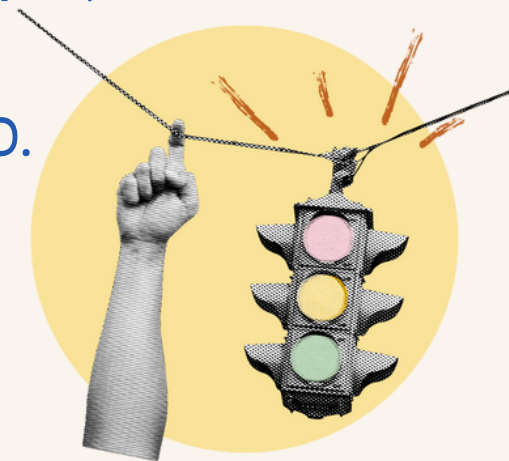
You can help project sponsors weigh trade-offs: implementation speed versus implementation quality. This might require your own **resistance** to project timelines and delivery pressures.



When Resistance Speaks

Are you managing change... or shoehorning people into using something that isn't working?

We can help you build the practices and courage
to actually listen, creating better projects that
earn high adoption rates —
whether you're a team of 5 or 500.



When Resistance Speaks

Curious?

If you are struggling with a stalled project, major “change resistance,” or just want to trade ideas, we'd love to explore this challenge with you.

Let's talk:

greetings@skeletonkeystrategies.com.

