

# The Leader's Guide to Successful Change: Don't Forget an H!

For successful change, all three of these elements must be addressed.  
What happens if one or more of them is neglected?



## Focus on facts only = *Consultant Shelfware*

Change efforts that focus solely on the rational business drivers and impacts of change, while neglecting the emotional and practical aspects, risk being filed away in a binder with no real impact.



## Neglecting the practical = *Strategy Without Legs*

Change efforts with a well-thought-out plan and a compelling vision, but no clear actionable steps for people to take, risk becoming unattainable because although people are excited for the future, they see no practical path forward.



## Focus on will and passion only = *Daydreaming*

When people feel individually supported through change but don't have a clear picture of what is changing and how they can get involved, the change risks becoming a nice daydream without any real momentum.



## Rallying people toward action without clarity = *Reckless Enthusiasm*

Change efforts focused on taking action and engaging people, without a clear understanding of exactly what is changing and why, risk becoming a flurry of unproductive activity leading to burnout and disillusionment.



## Mandating new ways of working with no context = *Adding to the Bureaucracy*

Change efforts focused on implementing tasks, without addressing the emotional and rational elements of the change, risk creating additional complexity without a resulting benefit.



## Neglecting the human side of change = *Disjointed Action*

When people understand the reason for change and know what needs to be done, but their personal experience of the change is ignored or downplayed, the change risks devolving into an unsustainable "check the box" activity.

**A leader's primary role** in supporting change efforts is building the personal conditions needed to effectively shift the mindsets, behaviors, and actions of their teams. In other words, leaders must:



**Enlighten the Head** by effectively communicating the facts, rationale, and impact of change



**Engage the Heart** by recognizing and navigating the psychological and behavioral dynamics of change



**Equip the Hands** by providing the practical plan, skills, support tools, and reinforcement for successfully implementing change

Check out the **Change LeaderSHIFT** demo



**Contact us** to discuss how we can partner to bring Change LeaderSHIFT to your organization and make shift happen [shift@inflectionpointleadership.com](mailto:shift@inflectionpointleadership.com)