

# Introduction

In the movie *Groundhog Day*, Bill Murray's character is forced to live the same day over and over again until he realizes that he needs to change his way of thinking and acting in order to move forward.

Now, imagine yourself in the same position. Would it make you happy to be able to anticipate everyone's actions and words so you could react the same way every time? Or, would it drive you crazy that everything was exactly the same day after day after day?

Regardless of which person you would prefer to be, that movie is about changing oneself. Bill Murray's character is given an amazing number of chances to recognize, accept and implement the necessary changes. In the real world the need to change is often initiated by an outside force and you may not have the luxury of taking your time to change. Our challenge is to recognize it, accept the need to change, and initiate a plan for individual change or help others to change.

This guide introduces the ***Six Keys of C.H.A.N.G.E.***™ for individuals and the ***Leader's MAP for Change***™. Both tools are intended to help you react to and, if needed, lead a group through the many types of organizational change that occur.

The ***Six Keys of C.H.A.N.G.E.***™ for individuals is for anyone who is experiencing a change in their organization. They help each person analyze the impact of a change on them, identify their personal attitude about change and recognize negative behaviors in themselves and others, and finally make a decision about what to do regarding the change. You will also be introduced to the *Personal Change Decision Making Model*.<sup>1</sup> This model is designed to take you through a structured process for identifying opportunities and personal requirements as well as analyzing the impact on you as the individual and other people around you.

The ***Leader's MAP for Change***™ is for anyone who is responsible for guiding a group of individuals through a particular change. By introducing you to tools and ideas that help the group move through a process that can be filled with anxiety, confusion and even anger, leaders will find the map an important addition to their manager's toolbox.

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<sup>1</sup> Based on the *MTA Decision Making Model* from *Martin Training Associates*