

Resistance Buster: Rumor Responder

Challenge

Rumors are a part of any large-scale business transformation. Plan, prepare and get proactive in your responses, however, and you'll transform rumors into solutions-oriented ideas and resources for growth!

How to Use This Tool

We've shared some sample content below to help get your wheels turning, so modify this chart by adding in your ideas. Start with topics that you think might incite some rumors among the ranks. Think at all levels: comments on leadership, process, technology, investment, turnover ... be frank! Then, prepare responses to equip your team. The more prepared you are for future road bumps, the smoother the journey!

RUMOR	RESPONSE
"Things were working just fine before. These new changes will slow us down."	Thanks to your passion, dedication, and talent, we have been successful in the past. But to build on that success, we now need a connected system, simplified processes, and more specialized roles that work efficiently for us—and for our customers. Our inconsistent processes and disjointed systems can't keep up with our potential.
"Leadership doesn't understand how challenging this change is."	Please know that change can be challenging—and that leadership understands that, too. They have been intimately involved in leading and understanding the change and its impact on you every step of the way. They know it won't happen without some bumps in the road and appreciate the time, effort, and patience it requires from you. To make the transition as easy as possible, you'll be getting the tools, training, and communication you need. And you'll be hearing from them often. They want to hear from you too, so speak up whenever you feel the need.
FILL IN POSSIBLE RUMOR HERE...	What would your response be? Insert here ... and be sure to brainstorm additional rumors to stay a step ahead of the chatter!