

# Resistance Buster: No “Elephants in the Room!”

## Challenge

Hidden issues, frustrations and attitudes that don't get discussed and dealt with out the open can often sabotage complex enterprise IT implementations. Getting rid of “elephants in the room” or “skeletons in the closet” creates space for open, honest conversations—essential in the heat of business transformation.



## How to Use This Tool

### PART 1: ACKNOWLEDGE THE PAIN

Decorate a room with elephant posters, pictures, and, yes, an elephant piñata! Have a Senior Leader kick off the event, acknowledging the frustration. Key message: “We hear you. We know how frustrating this is. This is a safe space for openness, honesty.”

- Start your meeting by handing out small slips of paper and asking your team, “Have a frustration? Get it out it! Jot it down on the slip of paper in front of you.”
- Great. You’ve unstuffed your feelings. Now ask attendees to stuff their complaints in the elephant piñata...
- (IDEA! See an “elephant” that isn’t being acknowledged? Create “elephant cards” ... symbolic cards that halt the meeting and call out problems mean you can solve it and move ahead together.)



### PART 2: BASH THE PAST

You’ve released frustrations on paper. Now it’s time to release it—a crucial step before moving on.

- Team members take turns hitting the piñata until it breaks, dropping the “frustrations” (and candy!)
- Let your team-members really get into it ... encourage them to let go of the past!

## **PART 3: CHANGE AS A TEAM**

**You've let go of the past. Now, find empowering ways to change the future by owning it yourselves. Here are some creative ideas to make that happen!**

### **“OWN IT” BRAINSTORM**

- The facilitator shares ideas for ways you can all own and create change. Then small groups own it themselves, creating solutions they love.
- Write your group's ideas on whiteboards.
- Vote for the favorites.
- The top vote-getters own something else: A prize!

### **THOUGHT SHIFTERS OR CHANGE CHALLENGES**

- Weekly email challenges that turn frustration into action by filling in these blanks:  
I'm frustrated with \_\_\_\_\_ because \_\_\_\_\_.  
I can change that by \_\_\_\_\_.
- Submit your reply, and you are entered to win a weekly prize.
- Can become a regular part of status to allow supervisors to help solve challenges.

### **“OWN MY MOOD” LANYARD**

Ask attendees to acknowledge how they feel wearing this type of lanyard:

- One side says “Happy.” The other says “Could Be Happier.”
- Could be happier? Own it and find ways to change that during your day.
- Happy? Find ways to keep it going or help others do that. You're in this together.

### **STRESS-BUSTER BUDDIES**

Duos come together weekly to break up frustration with ideas:

- Come with one frustration
- Engage your partner's assistance to help own it
- Discuss, deal with it, dismiss it!