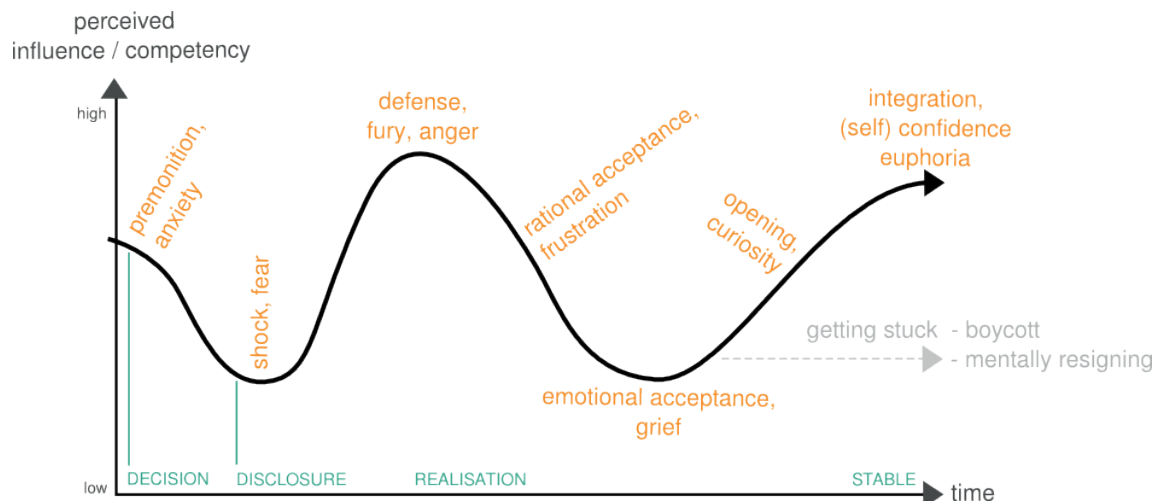


Each change, especially a big one such as adopting Scrum or Kanban, invokes emotions – positive and negative ones. The positive are accepted, while the negative are unwanted and dismissed as resistance. But it helps if you are aware of emotional undercurrents, your own and others. Emotions are contagious and you don't want negative emotions to spread.

Emotions during Change

During change, people's feelings pass through 7 stages



- 1st: There are rumors about change to come. People are apprehensive and might agitate against it.
- 2nd: Shocking news: Change is coming, it's official.
- 3rd: When the change is introduced, there's often resistance. People try to preserve the old ways and think if they only hold out long enough the change will get reverted.
- 4th: Nope, the change is here to stay. They know it rationally. No more rebellion, but no happy feelings either.
- 5th: It finally sinks in, that the changes are really here to stay. Now they feel it in their guts. And it hurts to let go.
- 6th: Letting go enables people to explore the new way -> "Sure, it's different, but it needn't be worse."
- 7th: "Wow, this is fun! I can do this!"

In some occasions people pass through the stages in seconds, in others it takes years and sometimes they get stuck in a stage (often the 5th) and never regain a positive outlook and feeling of control. Being aware of emotions can help you address and change that.

