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Welcome. In this video, you will learn another change management model that will help you to increase your change management proficiency. Elisabeth Kubler Ross is known for her studies of death and dying. Are you wondering what the connection is between the study of death and change leadership? Her five stages of grief model became popular with the change in project management community as a simple way to explain what generally happens to humans undergoing change and transitions. Regardless of the type or size of the change, change always represents a loss psychologically and also causes us to experience grief. Earlier in this specialization, we explored the Theory of Transition by Nancy Schlossberg. The Kubler-Ross Model is similar in explaining the process of psychological transition. However, Kubler Ross explains a transition more specifically as five stages of grief. In addition to explaining the process of psychological transition overall, the Kubler-Ross Model highlights the important unique details about the process of grief that they're not covered by the model developed by Schlossberg. There are five stages of the Kubler-Ross grief model. Stage one, denial. Stage two, anger. Stage three, bargaining. Stage four, depression. Stage five, acceptance. Similar to Schlossberg's Model, the Kubler-Ross Model is typically illustrated with an inverted curve, a so-called valley. It's important to note that Kubler Ross recognize the complexity of the process. She suggested that humans may go through all five stages in a cyclical pattern. For example, when we are in the denial stage, we might go through anger, bargaining, depression, and acceptance within the denial stage before we move on to another stage. We might move backward at times. This is something I have definitely experienced for myself. At the time of a major life event, I went through each stage and every time I thought the stage was nearing completion and I was almost done with it, until a few weeks later when I was overcome by emotions once again. Each time that happened, I definitely felt like I was back at the beginning of the process. I noticed that the second time around the intensity of my emotions has decreased. However, it did not reduce the number of stages that I went through. Every person moves through these stages at a different pace. Each unique change triggers a unique response and has a unique processing time. For example, if an individual goes through a major change at work, they might go through each stage quickly until they reach a depression stage and gets stuck there. Let's briefly discuss each stage. Denial is the first stage of grief. This is where an individual experiences shock. They may try to avoid the grief by taking time off work, by reaching for drugs or alcohol or doing anything else that might temporarily take their mind off of the change. The mechanism of denial is a part of our natural defense, it acts as a valve. We hear the news but we control the dose of how much it is we're willing to accept at a time. This is because we know that the news will trigger strong and painful emotions, which we will eventually have to begin to process. Anger is the second stage of grief and may be accompanied by a strong feeling of unfairness and then sense of helplessness. Once we accept that the change is real, we might start feeling anger towards ourselves, our boss, colleagues or anything, or anyone else for that matter. Bargaining is the third stage of grief and it may represent a real or imaginary conversation with self or others to postpone the change. People who are facing foster early retirement or transfer to a different organization, for example, may try to negotiate for more time. This is so they can prove themselves to others and to demonstrate how invaluable they are. Bargaining may be accompanied by a strong feeling of guilt as an individual considering all possible what if scenarios. For example, what if I stayed for another year? I could finish project X, which is really important to our organization and properly transition the business to my successor. Depression is the fourth stage of grief. It is typically accepted as a form of grief. Depression manifests as numbness, a lack of desire to be around others or in overall void of feelings. During this stage, employees may call off work sick more often or demonstrate a lack of care or discretionary effort. A common question during this stage is, why should I give my best? Why does it even matter? Acceptance is the last stage of grief. At this stage, an individual comes to terms with the new reality and starts believing in their own strength to move forward in this new environment. Enthusiasm and willingness to give discretionary effort may start coming back at this stage. Let me give you a few examples of when to apply the model. I use this model in complex, fast-paced projects to educate leaders and employees about the process of change. It gives leaders a better understanding of the process. It helps them to be more empathetic, compassionate, and caring. It also allows them to recognize their own emotions as they might be experiencing any of the same stages as well. For the employees, it helps them to feel normal. It helps develop a sense of belonging to the group and sense of we're in this together. It helps employees understand that this process will eventually end regardless of how overwhelming it might feel in the moment. When developing a change management plan for a project, I include transition sessions at the end of Lewin's Unfreeze Stage. This is a perfect opportunity to acknowledge emotions within the group and to introduce the Kubler-Ross Five Stages of Grief model. To summarize, the five stages of grief model helps us understand how people process change in general and allows us to guide leaders and employees alike through the process. The five stages are denial, anger, bargaining, depression, and acceptance. We can better lead teams and organizations to long-term sustainable success by recognizing individual needs through the process. By acknowledging that each individual may go through each of the five stages multiple times, or that they may skip a stage or go backward. We can recognize and support individual needs and balance with those of a team. In the next video, we will summarize the key concepts of this module. I'll see you there.