

Biggest Mistakes in Managing Change

- ◆ **Not understanding the importance of people**

Organisations don't change. People do – or they don't buy into the reason for change, or aren't included in the planning, there will be no successful change, regardless of how brilliant the strategy.

- ◆ **Not appreciating that people throughout the parish will have different reactions to change**

Expecting everyone to handle change in the same way or within the same time frame is unrealistic. Consistent and repeated coaching and direction is required for effective pastoral leadership.

- ◆ **Treating transformation as an event, rather than a mental, physical, and emotional process**

Large scale organisational change usually triggers emotional reactions ranging from denial and negativity to acceptance and commitment. Leadership can either facilitate this emotional process or ignore it – at the peril of the transformation effort.



- ◆ **Being less than candid**

Communicate openly and honestly. Not everyone will thank you for your candour, but they will never forgive you for anything less. You need to be proactively, even aggressively, sharing everything – the opportunities, risks, mistakes, potentials, failures – and then invite people to work on these challenges together.

- ◆ **Not appropriately “setting the stage” for change**

Prepare parishioners by giving them pertinent information in a timely manner (external vs. internal change).

- ◆ **Trying to manage transformation with the same strategies used for incremental success**

Understanding the effects of asking for external versus internal change on parishioners is a key element in effectively managing change.

- ◆ **Forgetting to negotiate the new contract between pastoral leadership and parishioners**

You need to make sure that while parishioners may understand what they are losing, they might not have a clear picture of what they are gaining.

- ◆ **Believing that what you thought you communicated is what parishioners heard**

Make sure your communication strategy is consistent with your actions.

- ◆ **Underestimating human potential**

Trust in the innate intelligence, capability, and creativity of your parishioners.

- ◆ **Forgetting to include God in the changes**

Pray...pray...pray... in small groups, in large groups, on prayer lines, everywhere, all the time. Make the presence of God felt and known throughout all phases of change and transformation.