

**FACILITATION NOTES FOR
LEARNING CIRCLE E:**

**NAVIGATING CHANGE
(1 hour, 30 minutes)**

Session Purpose:

- Facilitate opportunity for VISTA members to hone their knowledge and sensibilities about change, community readiness, and their role as a change agent that is consistent with the VISTA mission

By the end of this session, participants will be able to:

- Identify at least 4 things to consider when helping to bring about change
- Discuss different change strategies that are consistent with the VISTA mission
- Describe a process for leading change effectively in an organization

Time	Steps	Resources/ Materials
	<p><u>Room Set-Up:</u></p> <ul style="list-style-type: none"> ▪ <u>Set the room with:</u> ⇒ Overhead projector, screen, newsprint easel and pads, table rounds ▪ <u>Posted Newsprint:</u> ⇒ Working Agreements, Parking Lot, etc. ▪ <u>Packet Contents:</u> <ul style="list-style-type: none"> ▪ Title page ▪ Learning outcomes, agenda ▪ Change reflection ▪ Why change might fail ▪ Kotter's eight-stage model ▪ Emotional roller coaster, change process phases ▪ William Bridges quotes ▪ Rosabeth Moss Kanter quotes ▪ CSAP article ▪ Article questions ▪ Change thinking cue sheet ▪ Reflection sheet 	<p>Learning circle packet</p>
13 min. total	SESSION SET-UP & OVERVIEW	
	<p>1. Review of Objectives. Introduce the session, and review the learner outcomes.</p>	

Time	Steps	Resources/ Materials
	<ol style="list-style-type: none"> 2. Invite each person to briefly introduce themselves sharing name, project, and why they selected the “change” topic. 3. Discuss the significance of topic to V Service. 4. Share session content and flow. 	
30 min. total	CHANGE REFLECTION	
<p>5 min.</p> <p>5 min.</p> <p>5 min.</p> <p>5 min.</p>	<p>Facilitator Note: Depending on the amount of space in the room, this could be done a number of ways, basically, the process for this activity is to have participants sharing different things with different partners about change. Suggested strategies include: two lines facing each other and after each question, people move to their right 2 people, or make a wagon wheel with chairs, or make several moving pods, etc.</p> <ol style="list-style-type: none"> 10. <u>Round One</u>: Introduce yourself to your new partner and work together to complete the statement, “Change is ...”. 11. <u>Round Two</u>: Introduce yourself to your new partner and complete the statement, “2 ways I respond to change and 2 ways I’ve noticed other people respond to change ...”. 12. <u>Round Three</u>: Introduce yourself to your new partner and complete the statement, “3 reasons why change has been known to fail is because ...”. 13. <u>Round Four</u>: Introduce yourself to another new partner and complete the statement, “Things that one can do to help people embrace a change is ...”. 14. Large Group Discussion. Review each question or statement in turn and invite participants to share insights, questions, different experiences, and points of view. Explain the importance as change agents of making time to study and dialogue about change. 	<p>NP: statements for discussion or put on transparency</p>
40 min. total	CHANGE & TRANSITIONS	
<p>2 min.</p>	<ol style="list-style-type: none"> 1. Share briefly about William Bridges and his work on “Transitions.” 2. Invite participants to read the CSAP article on “Change, Transition and Responses to Change” based on Bridges’ work. 	<p>Training Materials: “Potential Sticking Points</p>

Time	Steps	Resources/ Materials
	3. Explain that they will be divided up into 3 different groups to focus and develop a 'teach back' on one part of the process Bridges has identified: <ul style="list-style-type: none"> ▪ Endings ▪ The Neutral Zone ▪ New Beginnings 5. Give each team 30 minutes to go somewhere to read over the article, focus on their assigned section, and come up with an interesting way to showcase the information in the form of a 3 minute active teach-back. (Ideas for their teach-back include: art work/poster, role-play, song/poem, etc.) 6. Give each group 3 minutes to share their teach back and follow each teach back with a brief conversation highlighting key elements of the transition process as it related especially to their lives as VISTAs with communities.	Related to Community Cultural Awareness & Effectiveness"
10 min. total	HELPING TO LEAD CHANGE	
2 min.	1. Relate back to their earlier reflection about what helps a group make the transition. 2. Invite the participants to review the ideas put forth by John Kotter and Rosabeth Moss Kanter in their handouts. Discuss with participants what effective change leaders do. 3. Engage members on identifying different change strategies they have been a part of and what was successful or unsuccessful.	RM: leading change materials
5 min. total	RESPONSIBILITIES OF VISTA CHANGE AGENTS	
1 min.	1. Invite participants to talk about how resistance by the community to change is typically interpreted and approached. 2. Ask participants to share ideas about their responsibilities to the community with regard to their service and helping to bring about change.	
1 min. total	WRAP UP & TRANSITION TO NEXT SESSION	
1 min.	Close this session with expressions of appreciation for the sharing. Invite folks to identify any shifts in thinking and approaches they've had in light of this learning circle discussion.	