

**Figure 3.1: Strategies for Understanding the Challenges of Change**

Scenario One: Understanding the Challenges of Change	Strategies
How would you create opportunities to demonstrate genuine concern about the emotions of those you lead?	
What types of strategies would you use to stay fully engaged, process concerns, and refrain from giving personal opinions or rebuttals?	
How would you collaborate with those you lead to create a collaborative resolution to their stated issues?	
How would you continue to demonstrate empathy throughout the entire change process?	