

Change Happens Outside. Transition Happens Inside.

The same change can create different reactions across the same team.

1 What may be ending

- Familiar routines
- Trusted relationships
- Role clarity or confidence

2 What may show up

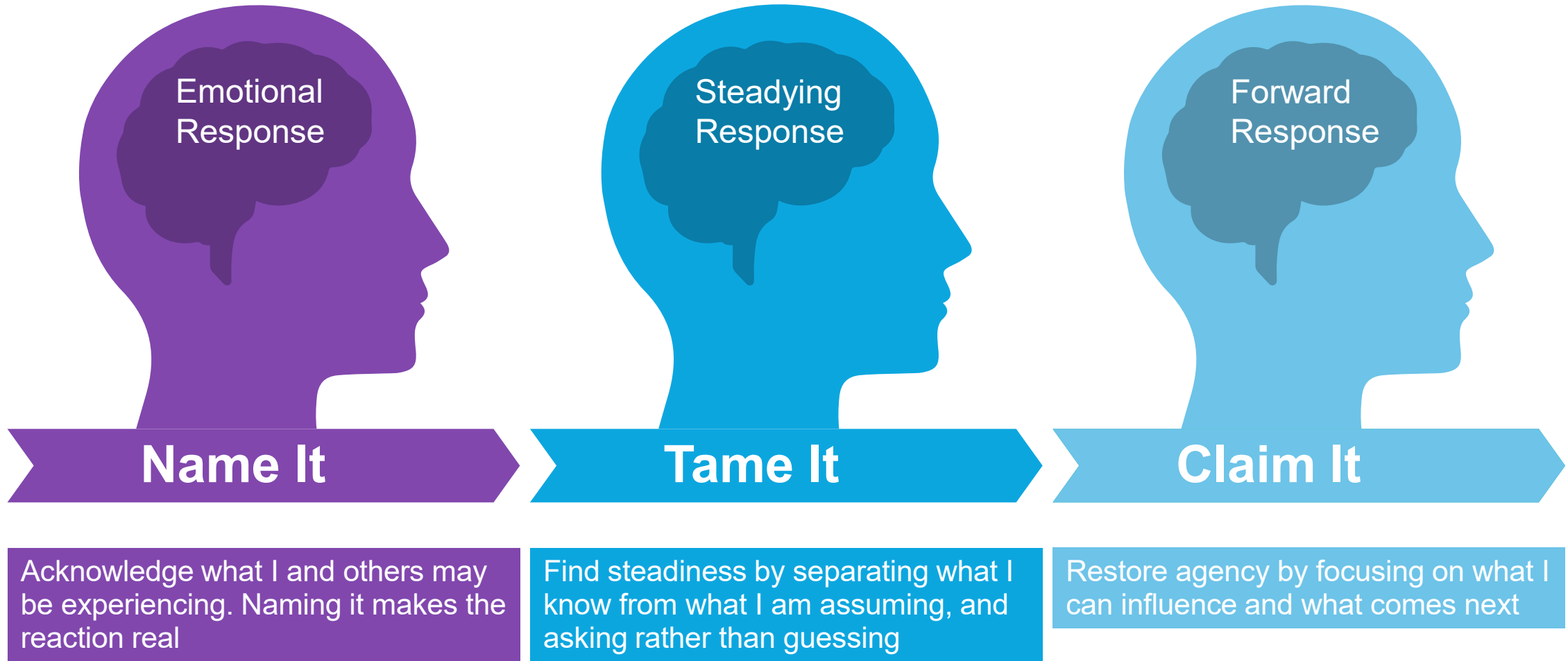
- Sadness or frustration
- Relief and hope
- Uncertainty or lower energy

3 What helps

- Acknowledgment
- Clear, consistent updates
- Care without pressure to “move on”

Team member mindset: My reaction is valid. So is theirs. Mixed reactions are a normal part of transition.

Three Steps for Moving Through Change



Name It. Tame It. Claim It.

A simple framework for responding with care and steadiness

1 NAME IT

Acknowledge the response

“This is landing differently for all of us, including me.”

YOUR MOVE

Listen without fixing. Name your own reaction honestly.

2 TAME IT

Create steadiness

“Here is what I know, what I am assuming, and what I need to ask.”

YOUR MOVE

Slow the pace. Separate fact from rumor. Ask instead of assuming.

3 CLAIM IT

Restore agency

“What is one thing I can influence or do next?”

YOUR MOVE

Reconnect to purpose, choices, support, and the next manageable step.

YOUR TAKEAWAY — KEEP THIS ONE FOR YOURSELF *Personal reference — use it during the week, not in the meeting.*

Your Takeaway: Three Moves for This Week

New to using these moves? Slides 1–3 explain the framework, then work this page top to bottom for a calm, 5-minute conversation with a teammate about a real change.

USE THE MOVES • ≈ 5 MIN

START • 30 SEC — Set the scene. Name the change you are living with — a new schedule, a new leader, a system go-live. Say: “This is landing differently for all of us, including me. Can we take five minutes on it?”

1 • NAME IT • 1 MIN. Say what feels different or uncertain for you, then ask your teammate the same. Listen without correcting or fixing what you hear.

2 • TAME IT • 1 MIN. Use Known / Assuming / Ask. Example: “Known: the go-live date is set. Assuming: staffing stays the same. Ask: I will check with my leader Friday.” Stop the rumor cycle.

3 • CLAIM IT • 1 MIN. Ask: “What is one thing we can influence this week?” Example: agree on a handoff order and pair up for the first three shifts. One step, not a full plan.

WRAP • 1 MIN — Commit. Each of you names one thing you will influence or ask for this week. Sharing is welcome but optional.

BEFORE YOU START

- Review slides 1–3 first: mixed reactions are normal, and the three moves are simple.
- Write your own Known / Assuming / Ask — one line each. That minute of thinking is the whole exercise.
- Nothing else to prepare. Aim for about 5 minutes; running a little over is fine.

IF IT GOES SIDeways

- Unsure how to start? A steady, unhurried pace does most of the work for you.
- It stays quiet — go first: “Honestly, the first week of this felt rough for me too.”
- A teammate vents — thank them and stay in Name It. Do not jump to fixing it.
- Running long — protect Claim It. Ending on agency matters more than covering every comment.

MY COMMITMENT THIS WEEK Name what is happening. Tame the uncertainty with steadiness. Claim the next step together. • One teammate, one conversation, one next step.

ADAPT IT TO YOUR SETTING *Personal reference — pick the version that fits where you work.*

Adapt It to Your Team

Same 5-minute Name / Tame / Claim conversation — small tweaks help it land wherever you work.

BY TEAM TYPE

Clinical teams

- Name it in real floor terms: “The new staffing grid changed our handoffs.” Keep it to a few minutes, out of respect for the floor.
- Claim one shift-level step — who covers the first break, or a two-line handoff script for this week.

Non-clinical teams

- Name it in everyday terms: a system go-live, a reorg, a new approval step that slowed the work.
- Tame it by asking your leader once, in one channel, instead of trading guesses with teammates.

BY WORK SETTING

On-site teams

- Use the room — a shared pause and a calm voice make the acknowledgment feel collective.
- Keep your own Known / Assuming / Ask list visible and update it as answers arrive.

Remote or hybrid teams

- Drop one word in chat for how the change is landing, and invite quieter teammates to do the same.
- Cameras optional; give people an extra beat. Put what you heard in writing after the call so it survives the meeting.

ADAPT, DON'T REINVENT Same three moves wherever you work — keep it short, human, and judgment-free. Acknowledge first, then steady, then step forward together.