

Individual Change Mind Map

Individual Change

Personality and Change
p50

- Draws Energy Extraversion / Introversion
- Receives Info Sensing / Intuition
- Makes Decisions Thinking / Feeling
- Lifestyle Judging / Perceiving

MBTI Types X 4 p53

- IS – Thoughtful Realist
What Stays and What Goes
- IN – Thoughtful Innovator
Generate New Ideas/Theories
- ES – Action-Oriented Realist
Making things better
- EN – Action-Oriented Innovator
Putting new ideas into practice

Humanistic Psychology
Maximizing Potential p40

Reinforce two-way comms channels
Address higher aspirations
Develop a 'Learning Organisation'

Carl Rogers '67
Path to Personal Growth p44

- Genuineness and Congruence
- Unconditional Positive Regard
- Empathic Understanding

Change Agent Qualities

7 step process p45

Maslow Hierarchy of Needs '70
p42

- Self-Actualization
- Self-Esteem
- Love and Belonging
- Safety
- Physiological

Gestalt Approach Perls p48

Gestalt Cycle

- Sensation
- Awareness
- Mobilisation of energy
- Action
- Contact
- Resolution or closure
- Withdrawal of attention

Theory Y



Douglas McGregor (1960)
"The human side of enterprise"

Theory X



Stopping Something Unpleasant (Extinction)

Rewards / Punishments

- Positive Reinforcement
- Punishment
- Negative Reinforcement

Herzberg's Motivating Factors

- Hygiene Factors
- Motivators

Behavioural
Changing Behaviours

Ensure new behaviours communicated
Policies and Procedures aligned
Communicate Expectations

Responses to Change (FIVE Factors)

- Nature of Change
- Consequences of the Change
- Organisational History
- Type of Individual
- Individual History

GROW Model

- Goal
- Reality
- Options
- Will

Psychodynamic
The Inner World of Change

Acknowledge the emotional side
Treat people as adults
Surface negative feelings and talk through
Seek to fulfil emotional needs

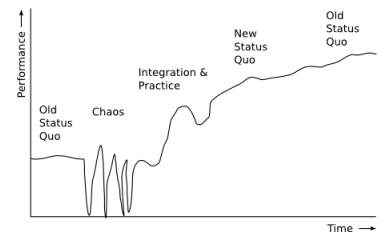
Virginia Satir Model
p36

Weinberg '97
p39

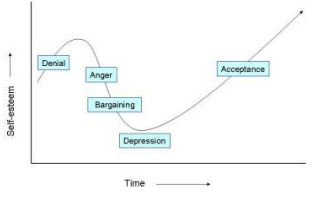
Failure occurs
If Foreign element is rejected,
Accommodated in old model or old mode continued

Kubler-Ross On death and Dying '69

Adams Hayes and Hopson '76



Foreign Element



Cognitive
Achieving results

Link organisational and individual goals
Focus on results
Develop motivating vision

How People Learn

Techniques

- Positive Listing
- Affirmations
- Visualisation
- Reframing
- Pattern Breaking
- Detachment
- Anchoring / Resource States
- Rational Analysis

Richard Bandler & John Grinder '79

Supporting Individuals Through Change

Coaching

Active Listening

Feedback

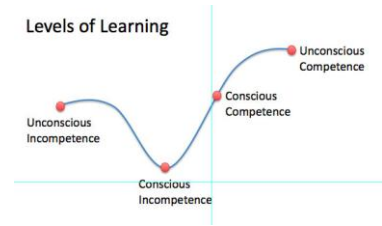
Immediate

- S tep back
- T hink
- O rganise your thoughts
- P roceed

Planned

- B alanced
- O bjective
- O bserved
- S pecific
- T imely

The Learning Dip
p15



Cycle of Competence

Kolb's Learning Cycle (1984)

