

**The Leader and Change Implementation: Do! Don't!**

Do	Don't
• Champion	• Dictate
• "Define Change at top?" Engage	• Too much too quick
• Communicate	• Not negative reinforcement
• Solicit Stakeholders	• No threats
• Cheerlead	• Be surprised by resistance
• Gain Consensus	• Don't assume agreement
• Stepping Stone Approach	• Assume disagreement is resistance (Understanding)
• Declaration on "Language"	• Mismatch conflict
• Monitor	
• Diligence on Culture	
• Presale whole idea/plan	
• Start with Vision	
• Metrics help what is going on	
• Ask for feedback	
• Match direction to values	