

Why this matters

Supporting our people and each other to understand and work through how they feel and react to any Realising 2030 changes are an important part of our culture at NZRC. It is the right thing to do and it can help us move to the future in better shape.

Leading Through Change

How we want to approach it

Caring for people is at the heart of our Mission - we will have this and our Fundamental Principles underpinning our support and leadership of change. There are four specific change principles that will guide our work:

1. Taking Care
2. Connection
3. Curiosity
4. Stepping Up

TAKING CARE

Be conscious of the impact of change on all NZRC people

We all react differently to change. It can be logical, it can be emotional. Responding with empathy and respect is critical.

Check our more resources on the health, safety and wellbeing pages on the NZRC Intranet.

Three Leadership Tips

1. Listen

- To how your people are feeling, what is worrying them, what they are excited about and what they need
- Encourage feedback, and act on it

2. Communicate

- Share why changes are being made, what the timeframes are and how to get involved
- Do this regularly, repeating the information often
- Maybe watch the video below together as a wider group

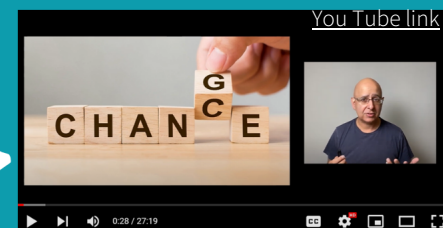
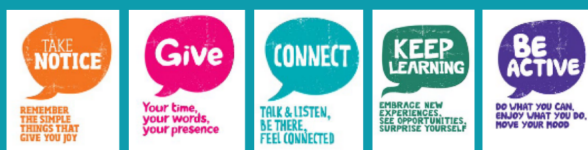
3. One-on-One

- Give people the space to process change
- Have regular one-on-one conversations including how they are thinking about their work and the impact on their personal lives

Five Ways to Wellbeing

Learn more about these in Sarb's video and check out the resource kit on the NZRC Intranet.

[Intranet link](#)



Listen to Dr Sarb Johal, Clinical Psychologist to help us understand the ups and downs of change, how we react and how we can respond. <https://www.youtube.com/watch?v=F3g8Fa9ho04>

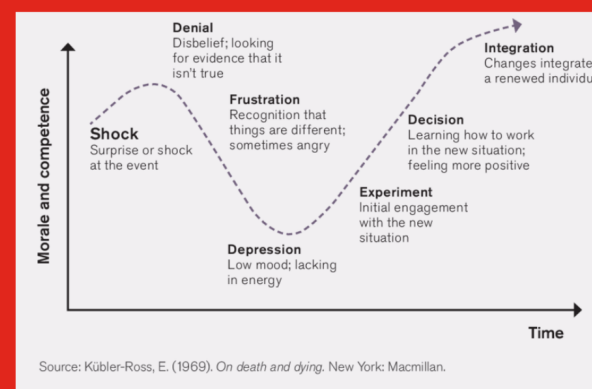
BE CURIOUS

Ask questions, understand, test ideas

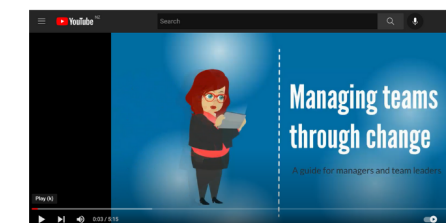
Understand what the change is about and how people experience change

- Be proactive about asking questions and clarifying or checking your understanding of what is changing so you can talk to your teams constructively
- Encourage and get feedback from your team. Support them to be open and honest.
- Recognise that people will feel and respond differently to change. Be ready for them to act differently based on the emotions they experience and how far through processing the change they may be.

what you might see



watch this video for tips on how people might react to change



<https://www.youtube.com/watch?v=G5Wk14NR-IQ>

[YouTube link](#)

We've borrowed this resource from the NHS in the UK because of the great concepts in it. There is some content clearly not relevant for us.

CONNECTION

Talking to and engaging with ALL NZRC people

Tips to build connection and engagement

- Be clear about the vision and what the outcome is
- Make and invest time to connect, start and continue conversations
- Take up the opportunities to get involved and give feedback
- Make it easy and okay to talk about the changes, what people like, don't like or don't understand
- Don't make assumptions about what people know, understand or feel
- Ask open ended questions to connect different people, views and perspective

Resources

Keep up to date with information under Realising 2030 on the NZRC Intranet, regular Realising 2030 communications and resources for leaders and on the health, safety and wellbeing Intranet pages. [Intranet Link](#)

STEPPING UP

We're in it together, empower and enable each other

Prepare Yourself

- As a leader, prepare yourself for change. Take time to reflect on how you cope with change. Identify what you find easy and what you find hard.
- Take care of yourself, in ways that work best for you.
- Make a plan for how you will lead your team, and those you have relationships and contact with through the changes.
- We all react differently to change.

Employee Assistance Programme - EAP
Call 0800 327 669 NZRC Intranet EAP SERVICES

Tips for your team

1. Expect a Reaction
It's normal to have an emotional response and to feel sad, angry, uncertain and fearful.

2. Seek Support
Share what's going on, and how you're feeling with your family and friends, your leader and teammates. Look for ways to have healthy, constructive conversations.
Tap into EAP and other support from NZRC.

3. Keep Healthy
Eat, sleep, exercise, relax.

4. Keep Up to Speed
Find out more to understand what might change, and how you might react.
Keep an eye for regular communications and talk to NZRC leaders and colleagues.

5. One step, One Day at a Time
Focus on what you can control and how you react.