



Toolkit Page 151 The List Worksheet

(Level 1) Ways in Which They Understand	Ways in Which They Don't Get It
(Level 2) Reactions in Favor of the Idea	Reactions Against the Idea

(Level 3) Indications That They Trust Me (Us)	Indications That They Don't Trust Me (Us)

Analyze what you've got.

1. Convene a meeting with a few people you trust and who will speak candidly. Prior to the meeting give people the raw data from surveys, informal conversations, and other sources. It often helps to separate information by groups: information from field offices, information from first-line supervisors, etc.
2. Teach people the three levels of support and resistance. You can do that in 5 to 10 minutes.
3. Post a large copy of The List on a flip chart or white board. You may want to post more than one list so that you can separate what you learned by group, e.g., one list for field offices, another for first-line supervisors, and so forth.

4. Invite the group to help you put the raw data into categories. Remember that some items might belong in more than one category. When in doubt, make a guess and put a question mark beside that item.
5. Take a few minutes to allow everyone to quietly read over The List.
6. Discuss:
 - What's your first reaction to this information?
 - What stands out to you?
 - Where is there hope?
 - Where are the challenges?
 - What should we do? (This leads to the next step—act.)

© 2010 Rick Maurer. Rick uses his Change without Migraines™ to advise organizations on how to lead change effectively. He is author of many books including *Beyond the Wall of Resistance*. In 2009, he created the Change Management Open Source Project, a free resource for people interested in change in organizations. You can access the open source project as well as many free articles and tools from his web site: www.rickmaurer.com