

Worksheet: How To Support People During Change

Communicating Sensitive About Losses

- Think about a period during which you were dealing with a loss. What are some of the things that people said to you during this period that either helped you deal with the loss or hindered you from dealing with it?

Helped	Hindered

Building Trust and Credibility

- Think of a leader you trust. How does he or she “walk the talk”?

- What are three characteristics that show trustworthiness?

- How well do you exhibit these three characteristics?