

## The More Things Change

### SKM Associates LLC

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*Family Business Consulting  
Developing High Performance  
Leaders and Organizations*

How rapidly is your world changing? As they say, the only thing constant is change. Change is inevitable. How are you managing the change?

Family and work are often places of structure for people, and when that constant is shaken, when things change, there is natural anxiety. When things do change, communication is important in maintaining trust. If change is happening, it is best to communicate as much as you can as soon as you can.

How do people react when confronted by change? Many times, people respond to change initially by denying it, then by ignoring it, and finally by resisting it or kicking it down the road. This is when leaders must be astute and help people understand why the change is critical, how the change will impact them, what value the change brings for the future, and how each individual can support the change. Individual resistance to change is one of the primary reasons that change initiatives fail at all levels.

Managing change successfully is also critical for survival and growth of any system, especially business families. Change in the business can originate internally or externally. Both types of change require a significant level of knowledge, skills, and abilities by leaders to effectively deal with the change management process. Change management is particularly important for those who feel the greatest effects of the change, as they are the ones who often resist it the most.

How are you communicating change? If you don't provide a way for people to get information, rumor mills will fill the void.

How transparent is the change you are leading? One key to providing good communications, especially during times of change, is to provide a way for individuals to ask questions and provide feedback.

Leading through change requires casting a vision for a better future. What change is presenting your family enterprise with new opportunities?

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