



Self-Assessment Tool:

Evaluating Your and Your Organization's Change Management Skills

This self-assessment is designed for L&D professionals to **reflect on both their individual capabilities and their organization's readiness** to navigate the emotional landscape of organizational change. For each question, please select the response that best reflects your current practices and understanding.

Part 1: Individual Change Management Skills

- 1.** Do I understand the common emotional responses (e.g., shock, denial, frustration, anxiety) that employees typically experience during organizational change?
 - a) Yes
 - b) No
 - c) Somewhat

- 2.** Can I identify and describe the different stages of the Kübler-Ross Change Curve and Bridges' Transition Model?
 - a) Yes
 - b) No
 - c) Somewhat

- 3.** During times of organizational change, do I actively listen to and validate the concerns and feelings expressed by employees?
 - a) Yes
 - b) No
 - c) Somewhat

- 4.** Have I contributed to the development of communication guides or resources for leaders that specifically address the emotional aspects of organizational change within our organization?
 - a) Yes
 - b) No
 - c) Somewhat

- 5.** Do I consciously incorporate empathy into the design and delivery of L&D interventions (e.g., training, communication, support resources) related to organizational change?
- a) Yes
 - b) No
 - c) Somewhat
- 6.** Am I comfortable and equipped to have difficult conversations with employees who are exhibiting resistance or strong negative emotions related to organizational change?
- a) Yes
 - b) No
 - c) Somewhat
- 7.** Do I actively seek feedback from employees throughout organizational change initiatives to understand their emotional experiences and the effectiveness of support efforts?
- a) Yes
 - b) No
 - c) Somewhat
- 8.** Do I understand the strategic consulting approach to change management and how L&D can align with such approaches?
- a) Yes
 - b) No
 - c) Somewhat




Part 2: Organizational Change Management Readiness

(Consider your organization's typical approach)

- 9.** Does our organization typically acknowledge and address the emotional impact of change on employees during major transitions?
- a) Yes
 - b) No
 - c) Somewhat
- 10.** Do leaders within our organization demonstrate empathy and actively communicate with employees about the emotional aspects of change?
- a) Yes
 - b) No
 - c) Somewhat

- 11.** Does our organization proactively invest in L&D initiatives that equip employees with the skills to navigate change (e.g., resilience training, adaptability skills)?
- a) Yes
 - b) No
 - c) Somewhat
- 12.** Are there established channels and processes within our organization for employees to voice their concerns and provide feedback during times of change?
- a) Yes
 - b) No
 - c) Somewhat
- 13.** Does our organization typically develop communication strategies for change initiatives that are transparent, timely, and address potential emotional responses?
- a) Yes
 - b) No
 - c) Somewhat
- 14.** Is the L&D function involved early in the planning stages of major organizational changes to provide insights on the human element and develop proactive support strategies?
- a) Yes
 - b) No
 - c) Somewhat
- 15.** Does our organization measure the impact of change initiatives on employee morale, engagement, and productivity?
- a) Yes
 - b) No
 - c) Somewhat
- 16.** Does our organization learn from past change initiatives and adapt its approach based on employee feedback and outcomes?
- a) Yes
 - b) No
 - c) Somewhat

Scoring:

-  **Mostly “Yes” responses in both sections:** You and your organization demonstrate a strong understanding of the emotional landscape of organizational change and likely possess key skills and a supportive environment for effective change management.
-  **Mostly “Somewhat” responses in either section:** There are opportunities for both your individual skills and your organization’s approach to further develop and integrate the consideration of the emotional impact of change.
-  **Mostly “No” responses in either section:** Focusing on understanding and addressing the emotional impact of change is crucial for both your individual effectiveness and your organization’s success during transitions.

Areas for Development:

Individual Development

If you answered “No” or “Somewhat” to several questions, consider focusing on the following areas for professional development:

- Deepen your understanding of change management models: Explore the Kübler-Ross Change Curve, Bridges’ Transition Model, and other relevant frameworks in more detail.
- Enhance your empathy and active listening skills: Seek out resources and training on empathetic communication and how to effectively listen to and validate others’ emotions.
- Develop strategies for emotionally intelligent communication: Learn techniques for addressing sensitive topics and having difficult conversations with empathy and clarity.
- Explore best practices in change communication: Research how to develop effective communication plans that address not only the “what” and “how” of change but also the “why” and the emotional impact.
- Learn about L&D’s strategic role in change management: Investigate how L&D can partner with leadership from the outset to ensure that all change initiatives keep humans at their heart.
- Familiarize yourself with change management consulting approaches and partners: Understanding strategic consulting models like SweetRush’s can provide valuable insights into comprehensive change strategies.

By reflecting and focusing on key areas for growth, you can further develop your capabilities as a vital and strategic L&D professional during times of organizational change.

Organizational Development

If you answered “No” or “Somewhat” to several questions in Part 2, consider advocating for the following organizational developments:

- Leadership training on empathy and change communication: Encourage training for leaders on how to effectively communicate about change with empathy and address employee concerns.
- Early L&D involvement in change planning: Advocate for L&D to be included from the outset of change initiatives to provide insights on how to develop proactive support strategies for your people.
- Establish feedback mechanisms: Implement clear channels for employees to share their experiences, thoughts, and recommendations during change initiatives.
- Develop comprehensive change communication strategies: Promote the creation of transparent and timely communication plans that address potential emotional responses.
- Invest in change readiness training: Encourage your leadership team to invest in training programs that build employee resilience and adaptability.
- Measure the human impact of change: Advocate for tracking metrics related to employee morale, engagement, and productivity during and after change initiatives.
- Implement post-change reviews: Encourage your leadership team to conduct reviews of past organizational change initiatives to identify lessons learned and improve future approaches.

By reflecting on both your individual skills and your organization’s readiness, you can develop a more holistic understanding of your strengths and areas for growth in navigating the emotional landscape of organizational change. **This comprehensive perspective will enable you to be a more effective L&D professional and a stronger strategic partner within your organization.**

If you’d prefer to reflect live, please reach out! We’d love to learn more about your organization’s evolution—and brainstorm opportunities for your team to support change management initiatives with empathy, clear communication, and targeted skilling and performance support at exactly the right times.