

13 – How can change improve my department?

Purpose

Help supervisors understand how to lead others through change.

Preparation

Prayerfully study these scriptures and resources.

- [“Progress through Change”](#) by Elder Marvin J. Ashton
- [“The Power to Change”](#) by Elder James E. Faust
- [“His Grace is Sufficient”](#) by Brad Wilcox
- [“Teach Them Correct Principles”](#) by Elder Boyd K. Packer

How do they help you and those you serve become better leaders in the workplace?

Which messages will you share with those in this department?

Making Connections

These suggested discussions will not only develop employees into stronger disciple leaders but will help them see the relevance of the gospel in their careers. Invite them to write down their impressions. Also, invite them to share pertinent, personal experiences that strengthen the doctrine being taught.

Discussion: How can we help others positively broaden or alter their perspective?

- *How have you seen the Atonement of Jesus Christ change your nature? Why was this change difficult to make? Why was this change worth making? How did this change broaden or alter your perspective on life?*

The gospel of the Savior is not simply about avoiding bad in our lives; it also is essentially about doing and becoming good. And the Atonement provides help for us to overcome and avoid bad and to do and become good. Help from the Savior is available for the entire journey of mortality—from bad to good to better and to change our very nature. (Elder David A. Bednar, “The Atonement and the Journey of Mortality”, *Ensign*, April 2012)

- *Is it dangerous to be comfortable in life? Why? Why are we required to experience uncomfortable situations in mortality? Will these uncomfortable experiences ever stop as we progress? Why did we choose to have these experiences in the premortal life?*

It is through sorrow and suffering, toil and tribulation, that we gain the education that we come here to acquire and which will make us more like our Father and Mother in heaven. (Orson F. Whitney, quoted by Spencer W. Kimball, *Faith Precedes the Miracle*, 1972)

- *Why did Brigham Young call all LDS saints to gather in Utah, despite their ages, nationalities, financial situations, etc.? Why was this change necessary for these pioneers? How can we find the courage to make difficult, but necessary changes within our stewardships?*

The recognition of the need to change has to be a greater force than the luxury of staying the same. (Elder Marvin J. Ashton, “Progress through Change”, *Ensign*, October 1979)

- *How have you dealt with professional changes in the past? What have you learned from your experiences? How have these changes influenced your professional maturity? How would you react differently to these changes now that you’ve matured?*

Discussion: How can we lead our employees through a difficult change?

- *When people are asked to do something, why do they typically want to know the purpose behind doing it? Is it always wise to tell employees the reasoning behind a department change? Why? How can we help others understand our reasons for change without giving them unnecessary information?*

The *what* informs, but the *why* transforms. (President Dieter F. Uchtdorf, "The Why of Priesthood Service," *Ensign*, April 2012)

- *Can you tell us of a New Year's resolution that has failed in the past? Why did it fail? In this circumstance, what choices did you make? Why do we resist change, even when our intentions are good? What must we do to overcome this resistance?*

Let us remember that desires dictate our priorities, priorities shape our choices, and choices determine our actions. In addition, it is our actions and our desires that cause us to become something, whether a true friend, a gifted teacher, or one who has qualified for eternal life. (Elder Dallin H. Oaks, "Desire", *Ensign*, April 2011)

- *Can you think of an experience when you helped someone overcome a bad habit? What did you learn about change from this experience? What actions or advice helped this person the most? How does this discussion relate to helping people change professionally?*
- *Think of a change within Christ's church that you have witnessed. Why was this change made? How did apostles and prophets help members transition into the change? What can you learn from this example?*

Application

Through these application activities, employees will be directly or indirectly invited to make a personal inventory of their own work and (through the Spirit) realize the specific things that they must do in order to become a better disciple leader.

- Introduce or discuss a particular change that will take place in this department. Thoroughly describe the purpose of this change. Next, invite employees to write down any potential obstacles they might face due to this change. Then, invite employees to brainstorm how they will overcome their obstacles.
- Invite supervisors to think of a change that needs to occur within their team. Help them develop a plan in which they will introduce and transition into this change. *What do you need to know before you implement this change? What must you do before you implement this change? What problems will you have in implementing this change? How will you resolve them?*

One on One *(Conducted outside of the training by the head of the department)*

- Discuss a departmental change that this employee is experiencing. *What have you learned from the training session that has helped you through this change? What more do you need to learn in order to successfully implement this change in your work?* Do your best to accommodate this employee's needs.
- Invite this employee to describe his/her reactions to change. *Have your experiences here changed these reactions? How do you think you can improve these reactions?* Invite employees to act on these ideas.