

Lewin's three step change model

Unfreeze

Change

Refreeze

Lewin's 3 step change model

Unfreeze

Inertia is overcome and existing habits and mindsets are broken down

Three ways to break inertia

1. Clearly define the current situation
2. Create a vision of the desired end state
3. Identify driving and resisting forces

Involve people, make it collaborative to gain their commitment and get a richer, fuller perspective.

Aim to increase driving forces and decrease resisting forces

Change

A period of confusion, challenge and clarification

Taking people through change

Follow a plan to implement the intended change(s)

Involve people and maintain the safe learning environment (that Schein prescribes for the unfreeze stage)

Allow experimentation over solutions to problems

Provide great role models for people to identify with

Refreeze

New mindsets and habits formed and established

Refreeze

New work practices become new work habits

New ways of thinking become the conventional wisdom

Reward behaviours and results aligned to desired change

A time for vigilance on the part of change leaders, who must address any tendency for people to talk, think or act in line with the old ways