

Neutral Zone: Confusion/Creativity

Help people through confusion while capitalizing on emerging opportunities	Things to watch out for:	Checklist of Possible Actions:
<p>Provide reassurance, maintain connection</p> <p>Allow feelings, reactions to surface</p> <p>Clarify, communicate as much detail as possible</p> <p>Rebuild feelings of control, understanding</p> <p>Capitalize on creativity and future possibilities</p> <p>Neutral Zone is winter during which spring's new growth is taking shape under the earth!</p>	<p>Temptation to use threats to mobilize people or 'get them to move on'</p> <p>It is normal in this phase to experience that neither the old ways nor the new ways work satisfactorily as yet!</p> <p>Loss of motivation and productivity</p> <p>Polarizations: Some want to push forward, others want to go back to old ways</p> <p>Recognize confusion as natural, don't punish 'failure'</p> <p>"We are all in this boat together": Keep people feeling included in and connected to the organization</p>	<p>Design temporary systems to contain confusion during changeover from old way to new way</p> <p>Provide sense of achievement by establishing checkpoints along the way and set short-range goals</p> <p>Rebuild sense of connectedness with the organization and each other</p> <p>Encourage experimentation: Use this interim period to improve systems and create new ones</p> <p>Capitalize on confusion by encouraging people to be innovative and come up with creative solutions to problems</p>