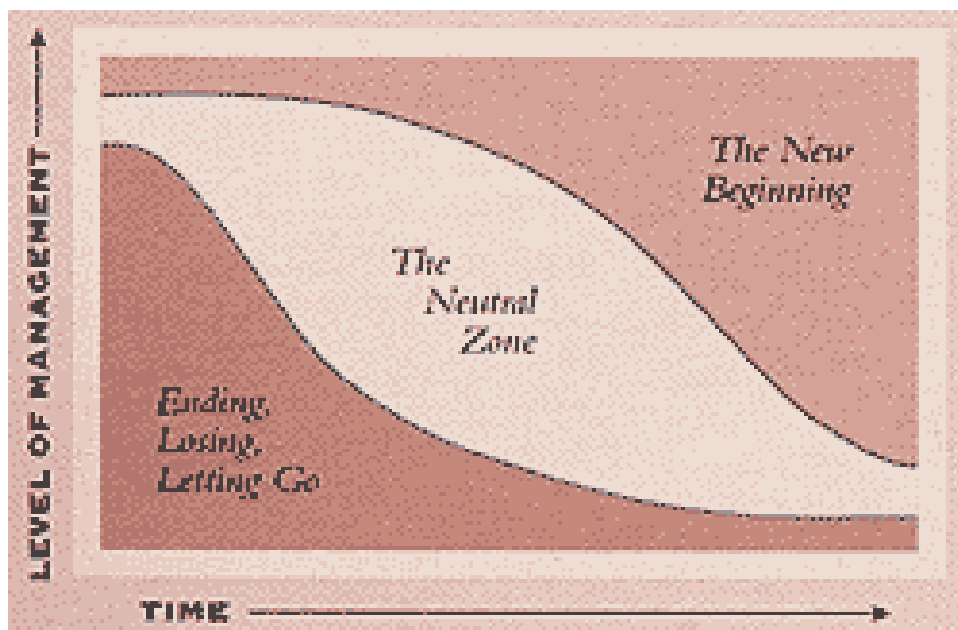


The Three Phases of Transition:

1. **The Ending or Saying Goodbye:** Letting go of the comfort and safety of the past and their old way of doing their jobs. (The comfort zone)
2. **The Neutral Zone:** Navigating the uncertainty between what was and the emergence of the new rules of the road (this is a high risk-high uncertainty zone)
3. **The New Beginning:** Accepting and operating effectively in the new changed environment. (Creating a new comfort zone)

People working in environments engaging in change must progress through all three of these phases or zones to achieve the desired outcome.



Adapted from William Bridges, Transitions and Managing Transitions: Making the Most of Change 2nd Edition 2003