

Questions to consider when determining if individual supports (champions) are indifferent or resistant to change:

Question to consider...	May be indicative of...
Has the individual actively participated in a positive manner in change in the past?	Champion
Does the individual often initiate change in how he works? (continuous improvement efforts)	Champion
Does the individual seem interested and excited about the change?	Champion
Does the individual understand the vision for the change? (Is the vision understandable and shares from an employee perspective?)	Champion
Has “talk” about the change been positive overall?	Champion
Does the change offer the opportunity for a promotion or raise in salary?	Champion
Does the individual seem unsure or unconcerned, or have many questions?	Indifferent
Is the vision for the change confusing to the individual?	Indifferent or Resistant
Are you having a difficult time “reading” the individual?	Indifferent or Resistant
Has the individual been vocal that there is no need to change, things are fine as they are or that there is too much going on?	Resistant
Has the individual worked against past change initiatives, even when the impact on the individual has been minor or there has been no impact?	Resistant
Will there be significant changes in how the individual performs his role and responsibilities that will require significant training?	Resistant (assumed)
Might the change mean that individuals may lose some key responsibilities (fewer opportunities)?	Resistant (assumed)

Individuals who are indifferent can be converted to champions if managed well, otherwise they will become resisters.