

## Case Study

### Client Profile

A Law Firm

## Overcoming Employees' Change Resistance

### Business Issue

The law firm was merging with another firm and would be moving its offices to a new building across town in two months. The new location was in a more modern building that was closer to freeways and the new light-rail train stop and across the street from a brand new complex with a multitude of options for shopping, eating, and relaxing. No employees would lose their jobs.

Even so, the impending move had created a great amount of angst among the employees and lawyers, which led to change resistance.

Productivity and morale were down, and several employees had turned in their resignations.

### The Solution

Partnership Continuum's solution began with administering its Change Resistance Assessment to the firm's employees. The Change Resistance Assessment identifies the following six universal core values that may become obstacles to change:

- Relationships
- Control
- The Familiar
- Security
- Mastery
- Status

"Things here have gotten out of hand here with our move. I thought they'd be happy in the new building, but they're filled with anxiety over the move."

- Managing Partner

Understanding how important these values are to an individual is the first big step towards overcoming them, thus reducing the fear and anxiety often associated with change.

## Results

The Change Resistance Assessment helped each employee identify and understand what their real fears were (based on the six values). This became the starting point for discussions about how to come to win-win solutions.

In the end, while not everyone was totally pleased with the upcoming move, the Change Resistance Assessment helped the firm understand how to retain valuable employees despite the change. The anxiety level in the office eased, people felt more comfortable with the change, and they got back to conducting business.

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