



## 7 Skills of Successful Change Agents

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Change happens because people recognize the value of making the change and then purposely decide to act. In order to successfully act as a change agent, you need to identify the contributions each individual makes and to use his or her natural enthusiasm and sense of ownership to make the change happen.

What can you do to develop each change agent skill within yourself? What can you say? What actions will you take?

**Skill #1: Envisioning what is possible**

**Skill #2: Asking powerful questions**

**Skill #3: Listening actively**

**Skill #4: Welcoming ideas from others**

**Skill #5: Developing trusted relationships**



**Skill #6: Influencing without authority**

**Skill #7: Recognizing that the goal is change, not personal glory**

### **About us**

We developed the wHolistic Change<sup>SM</sup> approach by learning from the unsuccessful aspects of change that we observed in 40 years of working on change initiatives in Fortune 500 companies. We fashioned a new approach that we use to successfully drive changes and exceed expectations: delivering sustainable change in shorter periods of time and with greater-than-expected results.

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