

Thoughts from your FCH EAP: Leaders Navigating Change

“Leading teams through periods of change requires a blend of empathetic leadership, transparent communication, and structured support. When organizations, teams, or workflows shift, leaders are the critical people who stabilize operations and maintain performance momentum. Managing the human element of transition is a skill set that directly impacts long-term organizational health.”

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Leading Your Team Through Transition

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Cultivating Leadership Empathy and Visibility

During transitions where systems change, workflows are realigned, and new responsibilities and assignments occur, uncertainty can inadvertently foster anxiety within teams. Proactive and dynamic leaders reduce this by increasing their visibility and accessibility. Recognizing that individuals process change at varying paces allows managers to tailor their support, validating concerns while steadily guiding the team toward the future.

Strategic Guidelines for Leading Teams Through Transition

To strengthen team resilience and maintain operational direction, leaders should address the following:

- **Establish Clear Communication:** Provide consistent, honest updates regarding what is changing, what remains constant, and the rationale behind these decisions. Even when specific answers are unavailable, communicating the timeline for future information builds deep organizational trust.

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- **Define Near-Term Requirements:** Complex changes can overwhelm daily operations. Clarify your immediate priorities by breaking major initiatives into manageable, short-term projects. This restores a sense of focus and allows teams to achieve smaller incremental victories.
- **Create Psychologically Safe Meetings:** One-on-one check-ins and open team discussions allow employees to voice ideas, share feedback, and ask questions without fear of judgment. Active listening in these settings is very important.
- **Model Adaptability and Resilience:** Teams naturally look to leadership for behavioral cues. Modeling a constructive, solution-oriented approach can encourage a similar response across your entire department.

EAP Resources For Leadership

Supporting a transitioning team requires accessing all available organizational tools. Managers are strongly encouraged to utilize the Employee Assistance Program not only as a referral resource for team members experiencing acute stress, but also as a personal consultative and supportive tool.

The EAP provides managers with specialized coaching on conflict resolution, communication strategies, and workload management during periods of organizational change. By purposefully managing the operational and emotional aspects of change, leaders can turn potential problems into powerful opportunities for organizational growth, resilience, and renewal.

FCH EAP | Call us at 800-777-4114

If you or someone you know needs the Suicide and Crisis Lifeline, call or text 988 or use the chat function online at 988lifeline.org.