

STEP**ACTION****4 Explain and illustrate how the Client Benefit/Drawback Analysis form should be completed.**

Display a copy of the form at the front of the room on a flip chart, white board, or projected slide that is large enough for everyone to see. Explain the instructions:

- Place only one benefit or drawback on each line.
- Each group must generate an equal number of benefits and drawbacks on each form. If they have listed 15 drawbacks, they must also list 15 benefits and vice versa.

Generally, within each group of people, there will be a mix of support and opposition. By requiring a balance of input from both sides, everyone in the group has an opportunity to express their opinions and expand their understanding of the change by listening to the input of others and stretching their own minds to consider perspectives that are in opposition with their current stance.

- Complete one or two blocks on the form to show the groups how to do it.
- The right questions facilitated by the change leader are critical. Some sample questions:
 - What exactly is good and bad about the change initiative?
 - Why do you believe this?
 - When did you begin to believe this?
 - How does this belief help and hinder you?
- Tell the participants that they have 10 minutes to complete this form.

***** TIP *****

It's helpful for groups to go back and forth between the positive and negative columns because it exercises their minds' ability to identify and entertain opposing views. This fosters flexible and balanced thinking, which, with practice, becomes a new habit.