

COMMITMENT VS. COMPLIANCE

Is there a difference? Do I have a choice? Does it matter?

Change is inevitable. And our reaction to it is predictable. Inspired by the Elizabeth Kubler-Ross model of grief, we imagine the different emotional reactions when faced with an unplanned and/or undesirable change. Using the example below, could we rethink our journey through the various stages via a lens of commitment, compliance or both?

SITUATION What really happened?	REACTION How do I feel?	PERSPECTIVE
A sudden loss of a project that leads to: <ul style="list-style-type: none"> • personal disappointment • change in organizational priorities • letting go of my preferred team. 	SHOCK	<input type="checkbox"/> Commit <input type="checkbox"/> Comply <input type="checkbox"/> A bit of both
<ul style="list-style-type: none"> • I can't believe this is happening! • Why is it always me first? • We were doing so well. What went wrong? 	DENIAL	<input type="checkbox"/> Commit <input type="checkbox"/> Comply <input type="checkbox"/> A bit of both
<ul style="list-style-type: none"> • My team let me down. I was the best. THEY did not execute well. • Management kept changing their mind. THEY did not give us enough time/money/resources/commitment. • THEY are the ones responsible for how I feel. 	BLAME	<input type="checkbox"/> Commit <input type="checkbox"/> Comply <input type="checkbox"/> A bit of both
<ul style="list-style-type: none"> • What's in it for me now? • Where do I go from here? • How do I stay motivated now? • Should I resign? 	CONFUSION	<input type="checkbox"/> Commit <input type="checkbox"/> Comply <input type="checkbox"/> A bit of both
<ul style="list-style-type: none"> • CAN I change the outcome? • WHAT can I learn from this? • HOW do I continue to exercise my influence? • Time to move on? Look at other opportunities? 	ACCEPTANCE	<input type="checkbox"/> Commit <input type="checkbox"/> Comply <input type="checkbox"/> A bit of both

