

SCARF Model – Dealing with Change Resistance

SCARF Domain	SCARF Description	Way to Address SCARF Threats
Status	Sense of importance relative to others	Provide alternative ways the individual can have influence with others (i.e. be a mentor).
Certainty	Ability to predict outcomes	Regular, consistent communication to provide updates, even if the update is “there is no new information at this time”.
Autonomy	Sense of control	Work with employee to determine what choices they do own in the situation.
Relatedness	Sense of connection	Bring the team together to celebrate accomplishment, talk about how they feel about the change, determine how to best support each other.
Fairness	Perception of just exchange	Share the rationale behind tough decisions with ALL team members.

SCARF Model – Application

Audience	Application
Yourself	<ol style="list-style-type: none">1. Take the SCARF assessment to understand what domain is most important to you.2. What is one thing you can do to help ease SCARF threats?
1:1	<ol style="list-style-type: none">1. Have individuals take the SCARF assessment to understand what domain is important to them.2. Ask them, <i>“What is one thing that will help ease SCARF threats?”</i>3. Be clear about your intention. Is it to listen? To solve?
Team Meetings	<ol style="list-style-type: none">1. Have the team take the SCARF assessment.2. Map the collective SCARF assessment results.3. Brainstorm ways to help ease SCARF threats.

SCARF Assessment: <https://neuroleadership.com/research/tools/nli-scarf-assessment/>