



## **Natkhat Mithoo**

**A STORY ABOUT CHANGE**

## Chapter II

Next morning, when Mithoo reached the Sarpanch's office, half of the bird community was already present. The Sarpanch looked sullen. The birds stared at Mithoo when he greeted them.

"Well, Natkhat Mithoo! Stop rumor mongering!" the Sarpanch said.

Mithoo was too dumbfounded to answer.

"What is he talking about? What rumor did I spread?" he thought.

Suddenly, it dawned upon him that his community mistook the truth about clearing of nearby groves for a rumor.

He explained to everyone present that there was not even an iota of falsehood in what he was saying. He himself saw people clearing nearby groves to build the anganwadi.

There was a buzz among the birds. Everyone started asking questions like;

What will happen to us?

Where will we go?

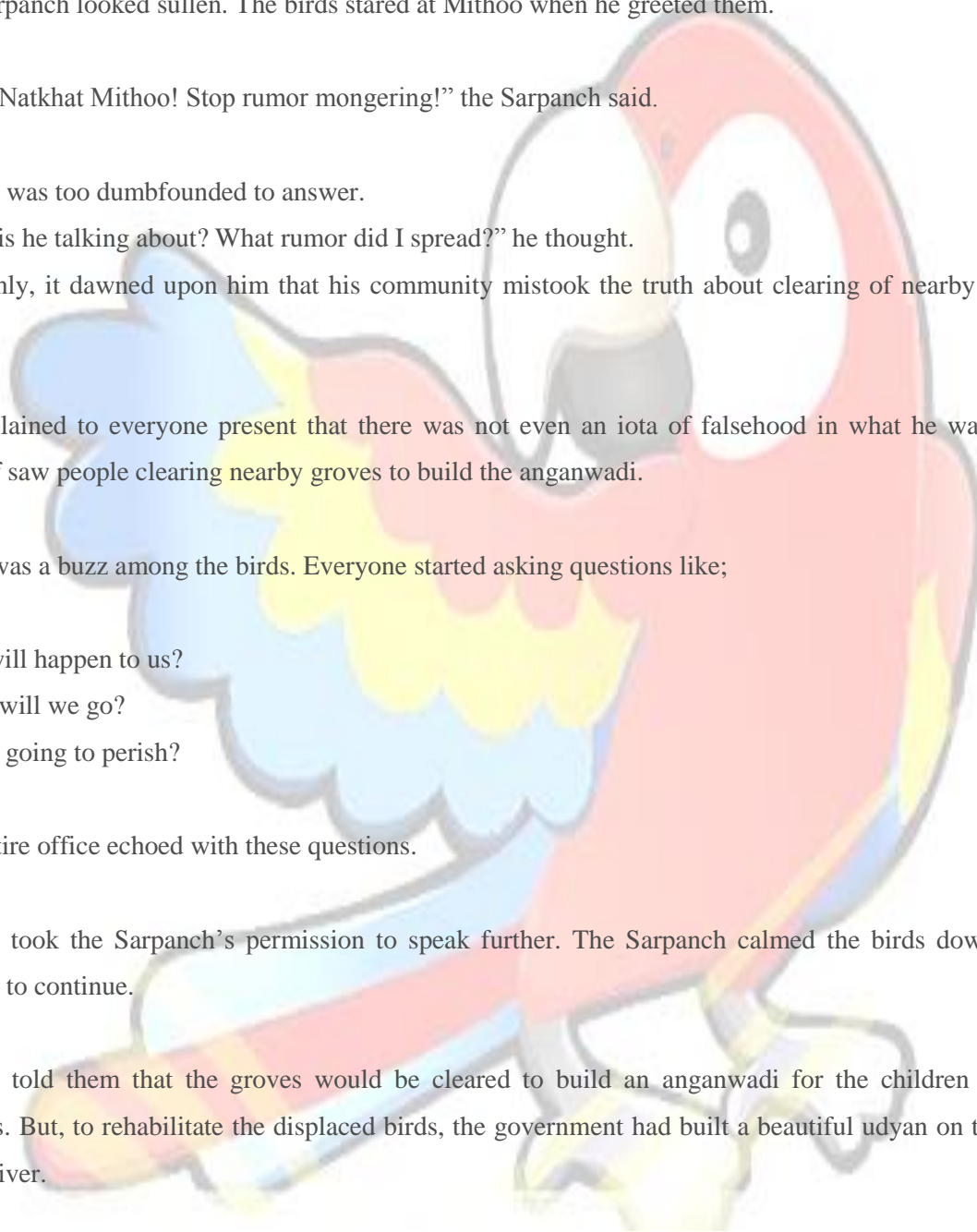
Are we going to perish?

The entire office echoed with these questions.

Mithoo took the Sarpanch's permission to speak further. The Sarpanch calmed the birds down and asked Mithoo to continue.

Mithoo told them that the groves would be cleared to build an anganwadi for the children from nearby villages. But, to rehabilitate the displaced birds, the government had built a beautiful udyan on the other side of the river.

He had inspected the udyan himself and found it even better than their current colony. It was very spacious, had fruit trees of various kinds and had a number of water tanks and fountains. As not many birds knew about it, it was not crowded. Each family of the community would have ample room for itself. He also suggested that the sooner they leave their colony and move to the udyan, the better it will be.



Mithoo spoke with great enthusiasm. He hoped that his community would appreciate the idea and readily agree to shift to the new location.

But, the response was just the opposite. The assembled population simply refused to budge from the mango grove. Some even commented that ‘What a chit of a boy would know about their attachment to the grove’. Madhu aunty said that she had eaten mangoes all her life and had no intention to experiment with her diet at this old age.

Even Mithoo’s friends did not support him.

The Sarpanch announced that he would soon meet the elders of the community to discuss the impending disaster, but said nothing about moving to the udyan.

Crestfallen, Mithoo flew out of the grove towards the city. He reached a college and perched himself on a window of a classroom. He pondered over the events of the day and wondered what to do. Suddenly he heard something that caught his attention.

“Why is change difficult?” He heard the professor asking the class.

“Oh yes! Even I want to know that”, Mithoo said to himself.

Different students gave different answers. Mithoo was confused. The professor smiled at the students and said that all of them were right.

“People facing change often ask ‘What’s in it for me?’. Often they fear a loss of some type. Their fears could be clubbed together under three heads- Head, Heart and Hand”, the Professor said.

Interesting!! Mithoo thought.

The Professor explained that under ‘**Head**’ comes the thought process of the people. People resist change as they fear they would not be able to adjust to the changed circumstances. They are unsure whether they would receive enough support in their journey towards change. They also wonder whether they would still be called upon and valued in their new roles.

The next category “**Heart**” as its name suggests, deals with people’s feelings. People feel that change of any sort might make them lose their status or control over processes and other people. They fear moving out of their comfort zone.

Under the third head comes “**Hand**”. People are unsure whether they would like the changes or adapt to changes fast enough and whether they can let go of old habits and learn new habits, technology and processes with ease.

Everything now became crystal clear to Mithoo. He understood why the members of his community refused to move to the udyan. But, there must be a way to convince them, he thought.

“But change can be managed”, the professor said. Mithoo wondered if he could read his thoughts.

A change agent plays five different roles- Leader, Climate Setter, Guide, Teacher and Resistance Manager.

As a “**Leader**” a change agent explains why change is needed and how it can be achieved through active participation. He ensures regular and effective communication with the impacted people.

When he takes on the role of the “**Climate Setter**”, he creates the right atmosphere for change by focusing on the positive efforts being made by people. He works towards establishing an atmosphere of trust and focuses on the solution instead of the problem.

As a “**Guide**”, the change agent involves and supports the associates in the change process. He discusses the benefits of change and helps shift opinions.

In the role of a “**Teacher**”, he emphasizes on the need to learn and grow and also supports training to equip people to adjust to the change.

Finally as a “**Resistance Manager**”, he identifies the source of resistance, discusses it and clears all misconceptions.

The Professor’s lecture was an eye opener. Mithoo now understood what he had to do. He decided to become a change agent and prepare his community to leave their old abode and shift to the new udyan.

He decided to meet the Sarpanch the next day.

He hardly spoke during dinner and went to bed earlier than usual. He needed to prepare himself for the next day. It would be a long day, he knew.



**Change can be difficult. The question to always ask is “What else is possible?  
How can I make it possible?”**

## Exercise – Chapter II

### 1. What are your fears regarding the changes to be introduced by the India Post 2012 Project?

We would like to hear from you. Please feel free to communicate with us at: Email ID and Postal Address.

### 2. How can you help yourself to overcome your fears?

To overcome your fears regarding the changes to be introduced by the India Post 2012 Project you can:

- ✚ Talk to your supervisors about the changes and how your role would be affected by the changes
- ✚ Discuss with your colleagues, especially with those who have more information about the project than you do.
- ✚ Regularly visit the India Post website for updated information about the project
- ✚ Read the newsletters released by the DoP about the project
- ✚ Go through the circulars and notifications issued by the DoP

### 3. Where can you get the correct information about the project?

You can get correct and timely information about India Post 2012 at

- [www.indiapost.gov.in](http://www.indiapost.gov.in)
- <http://www.ptcinfo.org/cbsmonitoring/Login.aspx>
- <ftp://ftp.ptcinfo.org/indiapost2012>

You can also write to us at : [connect.indiapost.cm@gmail.com](mailto:connect.indiapost.cm@gmail.com)

***“Man cannot discover new oceans unless he has the courage to lose sight of the shore”***

***Andre Gide, French author and Nobel Laureate***

**Watch this space to know what happens next...!!!**

[http://www.indiapost.gov.in/DOP/News\\_Events.aspx](http://www.indiapost.gov.in/DOP/News_Events.aspx)

