



Surviving & Thriving
During Times
of
Great Change

Presenter
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Change!
Change! Change!

Those Who Get
Stuck In Change



Change!
Change! Change!

Those Who Ride The
Waves Of Change

What is Driving All This Change?

T. I. P.

- T.** Technology (doubles every 2 years)
- I.** Information (doubles every 5 years)
- P.** People (they drive the process)

Employees are driving technology / information.
Customer demands are getting higher & higher.

Some Guarantees

Change Is **Not** Going To . . .

- # 1 . . . Get Easier!
- # 2 . . . Slow Down!
- # 3 . . . Go Away!
- # 4 . . . Be Trouble-Free!

"The future is coming so fast, we can't possibly predict it; we can only learn to respond quickly."
 ~ Steven Kerr

But **You** are Responsible For Dealing With The Change!

Loving Your Work Takes Controlling . . .



Stress is . . .

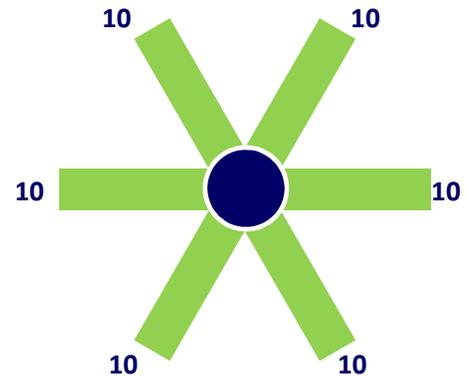
1. Our internal response to the outside world.
2. Our inability to deal openly and honestly with self and others.
3. Stress is the feeling you experience when you perceive a gap between what you want and what you have.

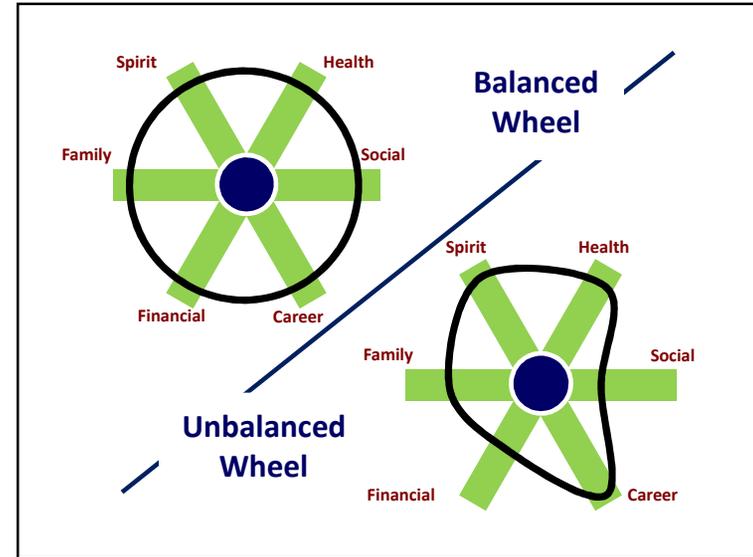
Stress originates . . . not out there,
 But . . . Only in our mind.



Inability to Manage Time

.....
 The Cause



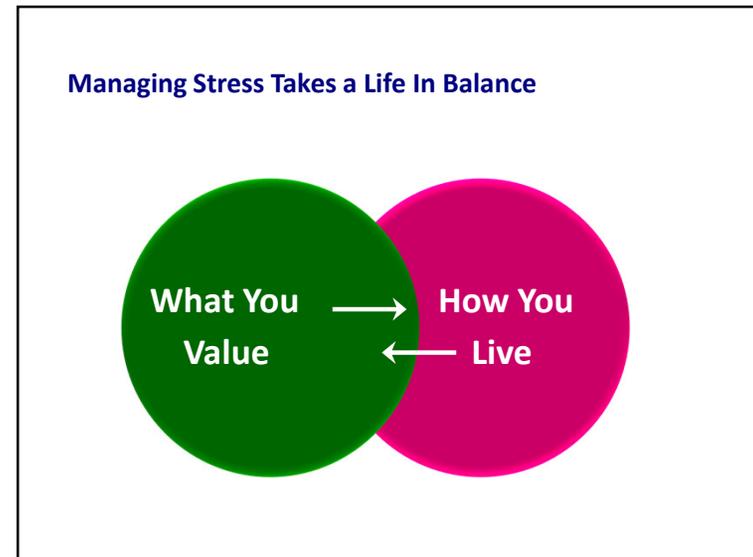


Congruity . . .

Experiencing
Balance, Harmony, And Appropriateness
With The Events In Our Life.

Your values should be your guide to remaining in control and productive.

Self - actualization will come when you form a congruity between what you value (believe) and how you live (perform).



They . . .

- Have a dream and a plan.
- Are willing to work hard.
- Don't take no for an answer.
- Are self-reliant.
- Take responsibility for their actions.
- Look for solutions to problems and makes decisions.
- Have the courage to admit mistakes.
- Have specific knowledge, skills, training, and talent.
- Work with and cooperate with other people.
- Are enthusiastic.
- Never give up.

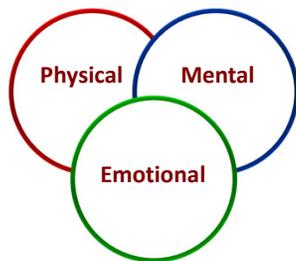
Habits of People
Who Will
Survive & Thrive
During Times of
Great Change

*"People are always blaming their circumstances.
The people who get on in this world are the people who
get up and look for the circumstances they want.
If they don't find them, they make them."*

~ George Bernard Shaw



Reaction to Change – Overlapping Impact



"We either make ourselves miserable or we make ourselves strong. The amount of work is the same."
~ Carlos Castaneda, Anthropologist & Author

How We Label Change
Determines How Quickly
We Bounce Back.

Language Used To Describe Change

Unresilient (Negative) Words

Frustrating	Catastrophe
"It'll Never Work"	More Work
Setback	Misfortune
Trouble	Failure
Fear	Ruin
Disaster	Fate
Decreased Job Security	

"A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes."
 ~ Hugh Downs

Language Used to Describe Change

Resilient (Positive) Words

Exciting	Challenging
Growth Opportunity	New Skills
Job Enrichment	Bounce Back
Learning Experience	New Opportunity
Increased Job Security	

"You gain strength, experience, and confidence by every experience where you really stop to look fear in the face."
 ~ Eleanor Roosevelt

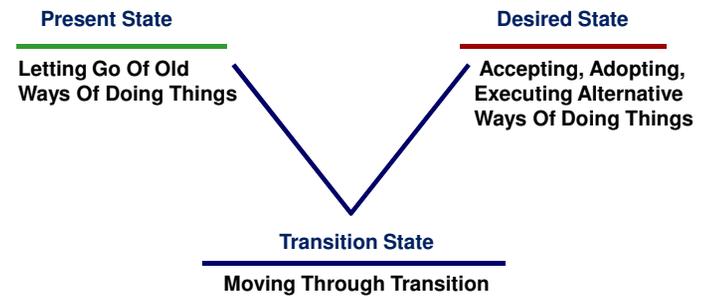
Characteristics of Change

People

- ... will be ill at ease / awkward during change.
- ... will feel alone during change.
- ... will think first of what they have to give up.
- ... will be concerned if not enough resources.
- ... can handle only so much change.

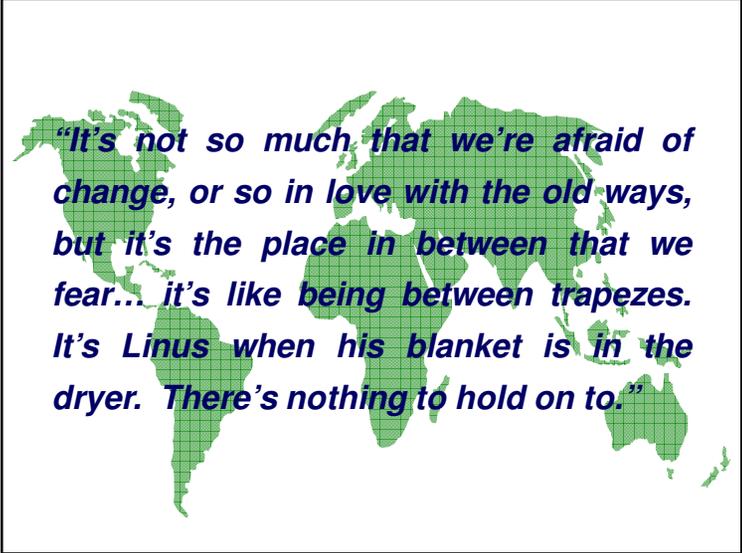
**And, If the pressure is removed,
 people revert back to old ways.**

Key Concerns During the Stages of Change



Can I Handle Change?

- Do I accept change willingly?
 - How eager am I to take risk and face change?
 - What changes have I experienced in the last year?
 - What have I learned from these changes?
 - Am I able to keep my perspective during change?
-



"Sometimes our fate resembles a fruit tree in winter. Who would think that those branches would turn green again and blossom, but we hope it, we know it."

~ Goethe

In the midst of winter, I finally learned that there was an invincible summer."

~ Albert Camus

Enhancing Your Ability to Thrive on Change

- Don't fight it (defend values and ethics)
- You don't have to like it
- Be willing to let go of the past
- Have a sense of humor
- Expect to succeed
- Build a personal coping strategy

"When a tidal wave is about to swamp your boat, it's not the best idea to fight over who's responsible for the fact that you're sitting in a dinghy rather than a battleship. You just need to pull together and row like mad!"

You Have More Control... Than You May Think

- What you do with most of your free time
 - How much energy you exert on each task
 - Your thoughts and imagination
 - Your attitude
 - Your tongue
 - Who you choose as role models
 - Your commitment
 - Causes which you give your time and ideas
 - Your memberships
 - How you play your cards
 - Your concerns and worries
 - Your response to difficult people and times
-

Surviving & Thriving During Times Of Great Change

- Recognize that things DO change – both the good and the bad.
 - Stay focused on identifying what you are most afraid of losing and why.
 - Accept the loss factor. Even good change brings loss.
 - Come to peace with the fact that some things are outside your control. (Remember, change the things you can, accept the things you cannot change, and have the wisdom to know the difference.)
 - Ask yourself, "Will this change affect me 10, 20, or 30 years from now?"
 - Decide what information you need, and seek valid information.
 - Take both mental and physical action.
 - Recognize the danger zone. (Do I give in to fear and doubt associated with this change or do I move on?)
 - Use your emotional energy wisely. Blaming, complaining, criticizing, or condemning others drags energy.
-

Surviving & Thriving During Times Of Great Change (continued)

- Tune up your self-confidence. Inventory your wins / successes. (Start a victory file or wall.)
 - Create a list of things you value and appreciate about your work.
 - Recognize the change benefits. All change has them.
 - Uncover your reasons for staying and then plan your next move.
 - Ignite your passion. Focus on YOUR priorities, and what is most important to you?
 - Keep an eye on the big picture.
 - Establish a clear and concise understanding of your job.
 - Associate your tasks and job to the overall organization goals and promote the benefits you provide.
 - Get your goals and performance measurement statistics up to date.
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Surviving & Thriving During Times Of Great Change (continued)

- Play beyond your position. If there are department stats that measure your performance, strive to exceed them.
 - Know your business -- learn everything you can about your organization and the industry.
 - Look for ways to be of value. Seek out special projects that will energize you and get you noticed.
 - Be flexible -- there may be several "right" ways.
 - Be a problem solver -- don't be afraid to discuss issues and concerns.
 - Reconnect and learn from your network.
 - Stay involved. Instead of thinking revenge or withdrawing, think "excellence and success."
 - Uncover the places where you and your organization and boss are aligned and discuss the issues you have in common.
-

Surviving & Thriving During Times Of Great Change

(continued)

- Maximize your productivity. Instead of worrying, spend time looking at options and alternative plans.
- Work when you're at work. Show yourself and your colleagues that you're an asset to the organization.
- Incorporate humor and laughter into your day. If you can laugh, you can survive tough changes.
- Take responsibility for stress reduction. Stress accompanies any good or bad change.
- If you are not happy with the change or direction, seek out alternatives inside and outside the organization.
- Be job search ready. Keep resume, Facebook, Monster and LinkedIn profiles up to date.
- Take time to enjoy your life. It will refresh, renew and recreate you.

Those Best Able to Survive & Thrive on Stress

- High Self-Esteem (Sense of Worth)
- Feel They Can Control World Around Them
- Are Challenged by Change
- Are Committed & Intensely Involved in What They Do
- Regard Challenge as an Opportunity to Grow

*"The greatest weapon against stress is our ability to choose one thought over another."
~ William James*



Thriving on Change by Keeping Cool, Calm, and Collected

- Have "escape routes."
- Remind yourself of your good qualities.
- Talk to yourself. (What is going on here? What are my options?)
- Set realistic goals and expectations.
- Take care of number one.
- Establish quiet time.
- Accept change by developing "sea legs."
- Focus on areas you can control.
- Negotiate and re-engineer pressure situations.
- Learn how to spot your stress warning signals.
- Stay informed about what is happening.



(continued)

Thriving on Change by Keeping Cool, Calm, and Collected

(continued)

- Keep current in your field.
- Have a plan "B."
- Be solution focused.
- Use weekends as a change of pace.
- Everyday do something you really enjoy.
- Have an optimistic view of the world . . . focus on the positive.
- Be flexible in your attitudes . . . you may not know the full story.
- Anticipate change by constantly updating your skills.
- Make friends with non-worriers.
- Learn from those who are best able to manage stress.



(continued)

Thriving on Change by Keeping Cool, Calm, and Collected (continued)

- Ask a colleague to let you know when you appear to be stressed.
- Maintain your network and support groups.
- Have a reward system.
- Balance your life.
- Go with the flow.
- Learn to say "no."
- Have a positive mental attitude.
- Maintain sensible perspective and a sense of humor.
- Warm up to your job or find a new one.



Managing At The Speed of Change!

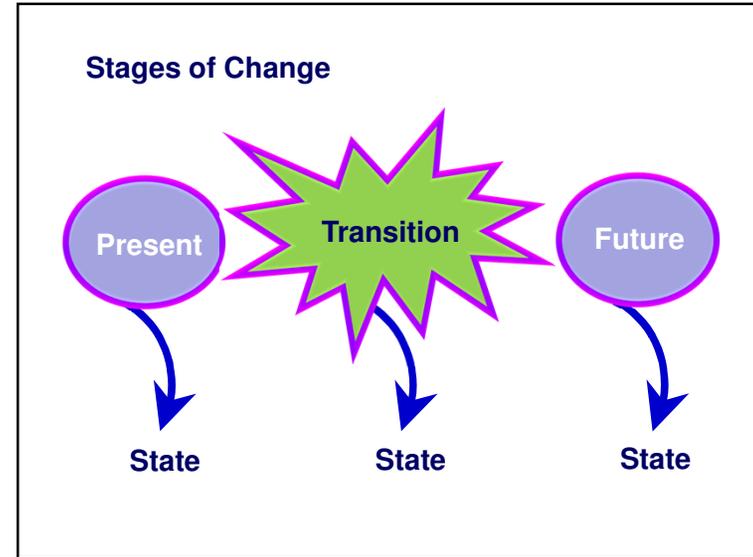
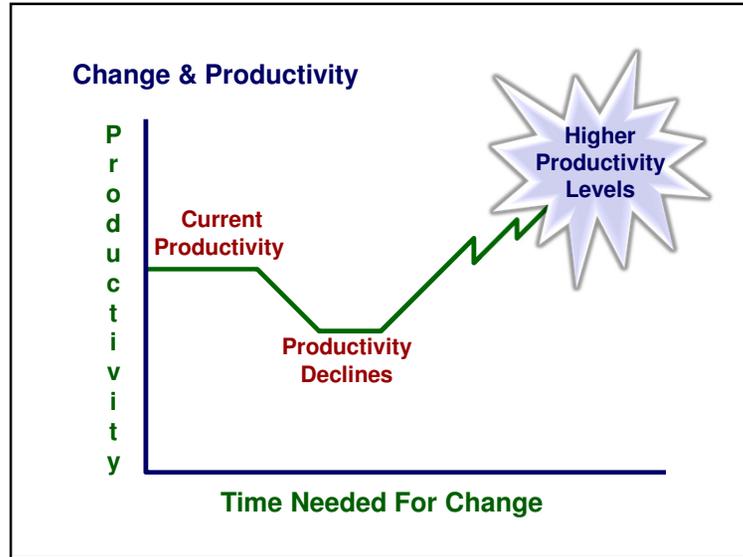
Why Change Often Doesn't Produce Results

- Not tied to strategy
- Seen as a fad or quick fix
- Short term perspective
- Political realities undermine change
- Grandiose expectations versus simple success
- Lack of measurable tangible results
- Afraid of the unknown
- Unable to mobilize commitment to sustain change

What Did You Notice During Change?

- You felt less comfortable & confident at first.
- You had to work harder and concentrate more.
- You had to quickly ascend the learning curve.
- Noticed a little voice saying
"Now why do I have to do it this way?"
- Quantity of output decreased.
- Visible quality of output worsened.

More Change, Less Productivity . . . At First



- ### Step-By-Step . . . Implementing Change
- Step 1:** Determining Need For Change
 - Step 2:** Preparing Tentative Plan
 - Step 3:** Analyzing Probable Reactions
 - Step 4:** Making Final Decisions
 - Step 5:** Establishing Timetable
 - Step 6:** Implementing The Change
-
- "Every change looks like failure in the middle."
~ Rosebeth Moss Kanter, Author
The Change Master*

- ### Remember This About Change
- You have to be comfortable with the change before you can get others to change.
 - People can't (or don't want to) change when they don't understand. (what, why, how, WIIFM.)
 - You can't intervene until you understand the situation.
 - Resistance is part of the change process. Work with it.
 - To help people, start with where people are in the change process.
 - Sustainable change occurs in steps.
 - Define your priorities. Don't take on too much at once.
-

Change Implementers Start With These Questions . . .

- Why are we doing this?
 - Why now? What if we don't do this now?
 - What is our destination?
 - Precisely how will we get there?
 - What's in it for our people?
 - How will the gains outweigh the losses?
 - How will we bring our people along with us?
 - How will we consolidate the changes?
-

Helping People Through Change

- Take personal interest in each employee's development.
 - Communicate clear expectations and benefits.
 - Let staff decide how the job is done.
 - Provide staff with tools to do the job.
 - Remove obstacles.
 - Provide effective coaching
 - Encourage calculated risk taking
 - Use performance appraisals as learning tools
 - Revamp reward & recognition systems
 - Revamp compensation systems
-

Helping
People
Through

1. Involvement
2. New Information
3. New Ideas
4. New Experiences

During Change . . . Employees Want Answers

- What is going to happen and why?
 - What is their responsibility?
 - Impact it will have on them?
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Communicating the Change

- Seek first to understand.
 - Express thoughts & feelings clearly.
 - Postpone evaluation.
 - Be willing to change.
 - Be willing to confront.
 - Think win – win.
-

Communicating Change

Convey that you . . .

- . . . Are personally committed to the change.
- . . . Recognize change will negatively impact some.
- . . . Are open to discussing feelings about change.
- . . . Are confident that the "team" will succeed.
- . . . Want input to make change work.

"To Change Your Life . . .
Start Immediately --
Do it Flamboyantly --
No Exceptions --
No Excuses."
~ William James ~

Expect Resistance . . . How to Overcome

- Begin with the end in mind.
 - Define the vision clearly.
 - Involve others early.
 - Identify and work with change resisters.
 - Set measurable objectives from the outset.
 - Design for early success stories.
 - Realize that change will never cease.
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The End!
Thank You!

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