

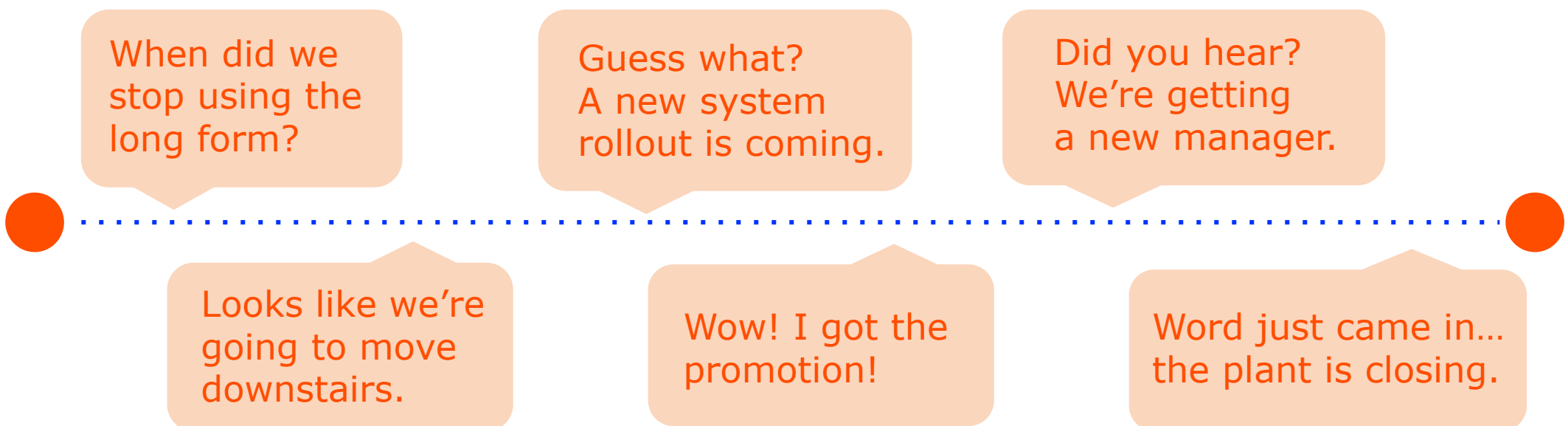
Managing Change

Presented by your
Employee Assistance Program (EAP)



Seminar goals

- Understand the process of change
- Recognize common reactions to change
- Learn strategies for managing a transition
- Develop a personal plan for managing and moving through change
- Know the benefits of your Employee Assistance Program (EAP)



When did we
stop using the
long form?

Guess what?
A new system
rollout is coming.

Did you hear?
We're getting
a new manager.

Looks like we're
going to move
downstairs.

Wow! I got the
promotion!

Word just came in...
the plant is closing.

Change is constant, but the ability to manage it can
vary from person to person and from day to day.

Change: A process not an event

The familiar ends

Experience: Shock, anger, sadness, fear, anticipation

Work: Process feelings and emotions

Transition

Experience: Disorientation, uncertainty, resistance

Work: Mentally and emotionally adapt

New chapter begins

Experience: Acceptance, integration, commitment

Work: Re-energize



(William Bridges Associates, n.d..)

Taking ownership



- Why is this change taking place?
- How do I feel about this change?
- What can I do to navigate this change?
- What can I do to prepare for a new start?



(Goodreads, n.d.c)



“... change emphasizes what is happening TO us while transition emphasizes opportunity for growth within.”

– William Bridges

Emotional reactions

Common feelings

- Shock
- Fear
- Sadness
- Anxiousness
- Anger/irritation
- Frustration
- Exhaustion
- Worn out
- Overwhelmed
- Regret
- Relief
- Excitement

It may be helpful to remind yourself that uncomfortable emotions can serve a useful purpose.



Mindset

Coping responses

- Denial
- Paralysis
- Grieving
- Questioning
- Blaming
- Resisting
- Bargaining
- Resignation
- Embracing
- Leading

These response attitudes are completely normal, but some of them can make it harder to move through the transition.



What makes it hard?

- Facing unknowns
- Lack of control
- Sense of loss
- Beliefs challenged
- Memories triggered
- Fear of failure
- What's at stake
- Personal factors



"It's not so much that we're afraid of change or so in love with the old ways, but it's that place in between that we fear... It's like being between trapezes... there's nothing to hold on to."

– Marilyn Ferguson

Navigating the transition

Tap into your natural resilience

- How have I successfully managed before?
- What hasn't changed in my life?
- What could possibly be valuable in this?



(Goodreads, n.d.b)

"Look on every exit as
being an entrance
somewhere else."

– Tom Stoppard

Address the impact



On identity



On control



On meaning



On future

Impact of change: On identity



When something that helps shape our identity is removed, it can feel like we've lost our foundation.

How might this look?

- Wondering "Where do I stand?"
- Resist the new
- Dwelling on the past
- Feeling sad, worried, vulnerable

What could help?

- Inventory and recalibrate strengths
- Look for opportunities to take ownership
- Reach out to others

Let go of: The way it used to be

Impact of change: On sense of control



When change disrupts our sense of control over things that affect us, we lose structure.

How might this look?

- Wondering, “What’s the point?”
- Withdrawal, indifference, or over-reach for control
- Emotionally absent, powerless
- Feel physical effects of ongoing stress response

What could help?

- Accept that aspects are outside your control
- Shore up structure in your life
- Find and build on what’s within your control

Let go of: Worst case scenarios

Impact of change: On meaning



Change can disrupt the connection to the meaning in our work, causing us to lose direction.

How might this look?

- Wondering, “What do I do?”
- Asking many questions
- Getting bogged down in details
- Being uncertain of priorities
- Feel disoriented

What could help?

- Find your contribution in the “big picture”
- Clear up misconceptions or worries
- Narrow priorities, support with systems

Let go of: Needing the whole story

Impact of change: On future



When expectations for the future are changed, we can feel thwarted and lose our momentum.

How might this look?

- Thinking, “It’s not fair!”
- Take a negative stance
- Get others to feel similarly
- Act in passive-aggressive ways

What could help?

- Express your feelings
- Find a “beginner’s mind” perspective
- Have a constructive talk with your manager

Let go of: blame, shame, resentment

Get in the driver's seat

Steer into the new normal

- Adapt like you mean it
- Choose to focus on the positive
- Don't underestimate the stress

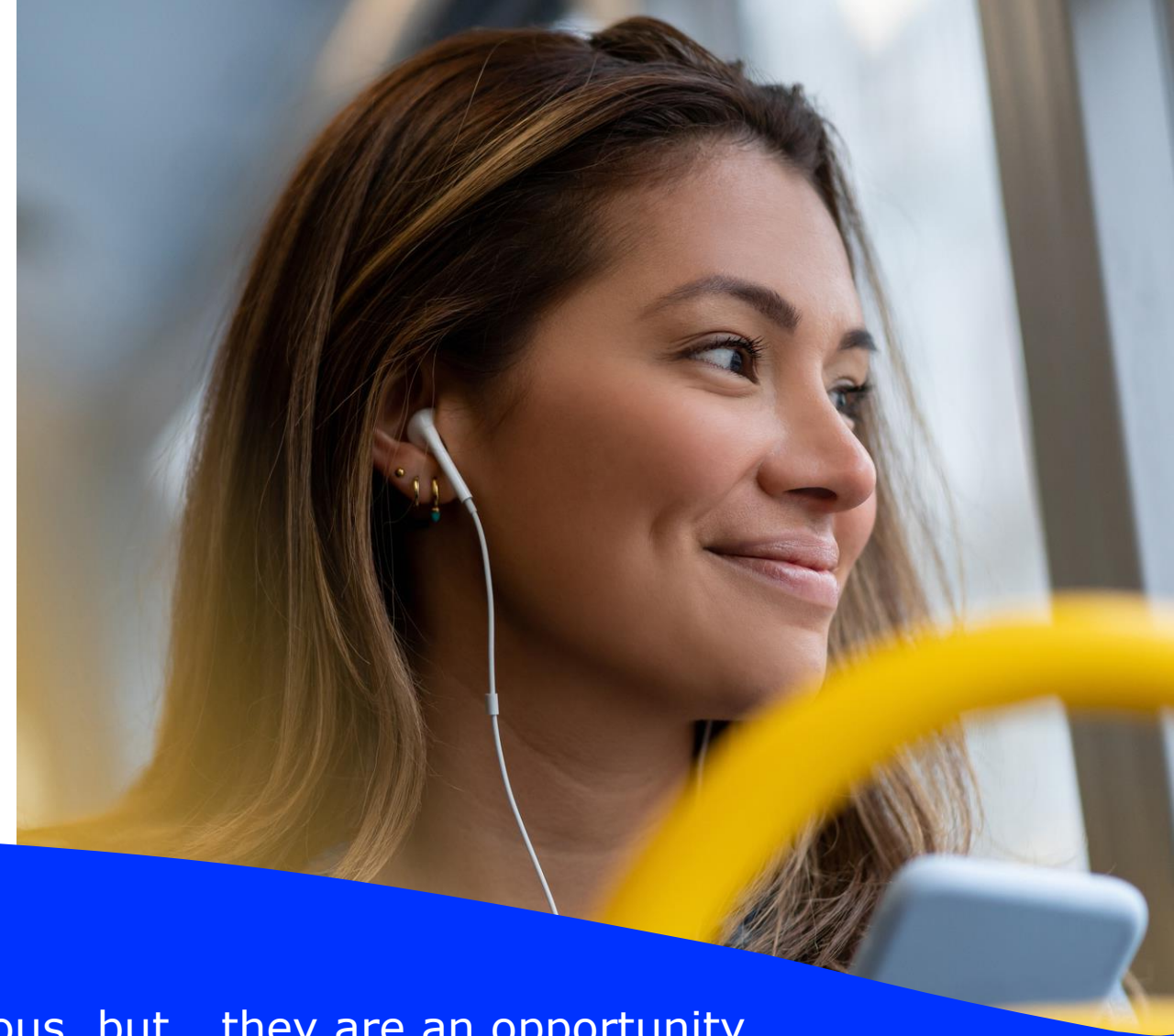


We feel stressed when we believe that the demands we face are greater than our capacity to manage them.

Claim the future you want

Move from reaction to action

1. Visualize your future
2. Define your vision
3. Identify small steps
4. Develop a time schedule
5. Track and reward successes



“Times of transition are strenuous, but... they are an opportunity to purge, rethink priorities, and be intentional about new habits. We can make our new normal any way we want.” – Kristin Armstrong

Benefits of the EAP

- Household benefit, prepaid by your employer
- Confidential, available 24 hours a day, 7 days a week
- Face-to-face or virtual counseling sessions
- Unlimited clinical telephonic support
- Digital platforms with secure text and video sessions
- Home life referrals, such as elder care, child care
- Financial and legal services*

Benefits vary by employer. Please check with your HR representative for your specific EAP benefits.

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Thank you



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