Mastering Change at Home and at Work

For Confidential, Professional Assistance with a Personal, Family or Work-Related Problem, Call:

1-888-321-4433
Dealing with Change

Change: IS TODAY’S NORMAL

Goal: Is to manage change as opposed to it managing us.
THE “BOUNCE BACK FACTOR”

EXPERIENCE OF CHANGE

AGE
Reactions To Change

- Emotional Reactions
- Cognitive
- Behavioral
### Common Emotional Reactions

<table>
<thead>
<tr>
<th>Signal</th>
<th>Reward</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anger</td>
<td>Relief</td>
</tr>
<tr>
<td>Fear</td>
<td>Renewal</td>
</tr>
<tr>
<td>Frustration</td>
<td>Determination</td>
</tr>
<tr>
<td>Denial</td>
<td>Commitment</td>
</tr>
<tr>
<td>Resentment</td>
<td>Challenge</td>
</tr>
<tr>
<td>Blame</td>
<td>Acceptance</td>
</tr>
</tbody>
</table>
Common Cognitive Reactions

Negative
- Catastrophizing
- Minimizing
- Projecting
- Universalizing
- Controlling
- Instigating

Positive
- Investigating
- Delegating
- Organizing
- Developing
- Evaluating
- Normalizing
Possible Behavioral Reactions

- Loss of Energy
- Insomnia
- Decrease in Activity
- Loss of Concentration
- Increase in Use of Alcohol and/or Drugs
- Loss of Appetite or Overeating
- Increase in Indecisiveness and Irritability
- Overall Loss of Normal Pleasure
Reactions to Change

♦ 1st Reaction: Emotional:
♦ 2nd Reaction: Cognitive:
♦ 3rd Reaction: Behavioral:
♦ Resolution:
  – Leave the situation
  – Accept the situation
  – Confront the situation
  – Wait for the situation to change
## Dealing With Loss From Change

<table>
<thead>
<tr>
<th>LOSS:</th>
<th>GAIN:</th>
</tr>
</thead>
<tbody>
<tr>
<td>♦ Loss of the Familiar</td>
<td></td>
</tr>
<tr>
<td>♦ Loss of Sense of Security</td>
<td></td>
</tr>
<tr>
<td>♦ Loss of Control</td>
<td></td>
</tr>
<tr>
<td>♦ Loss of Optimism</td>
<td></td>
</tr>
</tbody>
</table>
Loss of the Familiar

Use your support systems, at work and in your personal life

Acknowledge That There Are Losses

Futuristic Thinking

Acknowledge What Won’t be Changing

Plan For How Work/Things Will Get Done
Loss of Security

Timetables
  Short Term & Long Term

Create a Climate of Stability
  Steady Leadership
  Stay Calm and Serene

Find out about both the negatives and positives of the change - face the change head-on

Be Honest About Bad News
  Courage
  Honesty is Reassuring
Loss of Control

Attain/Communicate as Much Information as Possible

Involve All Appropriate in Managing the Changes

Plan Your Directions

Be Visible and Address Issues
Loss of Optimism

Develop Positive Scenarios
Attend To Personal Goals and Objectives
Tap Into Your Values and Beliefs
Put Boundaries on Negative Scenarios
Call your EAP
Set Expectations

- Manage the Change
- Manage the Stress
- Manage the Conflicts/Communicate
Change Management

- Developed – Assess Situation/ Plan / Initiate Actions/Evaluate

- Emotional – Avoidance / Over-React/ Shut-Down
  - Blaming/Punishing Behaviors
  - Denial / Escape Projection / Delusions
# Change Management

## Continuous Events

- **A situation you believe you should have control over but it causes you continuous stress.**

## Singular Events

- **A situation you did have control over but it still caused you a one time stress.**

## Controllable

- **A situation you believe you have no control over but it still causes you stress.**

## Uncontrollable

- **A situation you did not have control over but it still caused you a one-time stress.**
What Works: Managing Change Within Your Organization

- Control your attitude
- Take ownership
- Choose your battles
- Keep your sense of humor
- Don’t let your strengths become your weaknesses
- Practice good stress management
- Support higher management
- Invent the future instead of trying to redesign the past
What Works: Managing Change for Yourself

- Talk about your feelings
- Grieve
- Nurture relationships
- Assess realistically
- Make specific plans for how you can cope
- Review your plans
- Call your EAP