

Surviving & Thriving
During Times
of
Great Change

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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 more & higher.
Stakeholders want quicker & quicker results.

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!

Organization Change

1950's	1 Change Per Decade
1960's	2 Changes Per Decade
1970's	3 Changes Per Decade
1980's	1 Change Every 8 Months
1990's . . . On	Changes Have Come In Waves

Change in business is not new
– it's just accelerating due to . . .

- + New Technology
- + Global Focus & Competition
- + Growth & Increased Complexity
- + Government Laws & Regulations
- + Economic Changes

Change!
Change! Change!

Those Who Get
Stuck In Change

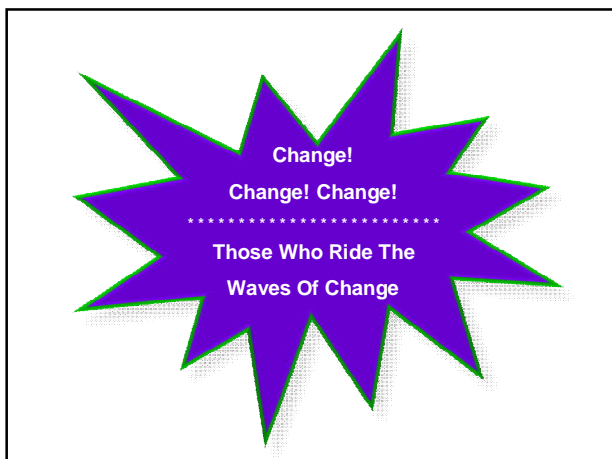
*"I was telling myself all sorts
of awful things, and what's
worse, I believed me."*

Habits of People Who Get **Stuck** In Change

- + Holding on to old ways
- + Focuses on the down side
- + Has a monopoly on truth
- + Whining, pity parties, blaming, fault finding
- + Feeling victimized by others / system
- + Feeling powerless and trapped
- + Risk, experimentation & growth
- + Sees work as distasteful
- + Inability to focus
- + Listless – no energy

Stuck
In
Change

6



Habits of People Who **Ride the Waves of Change**

- ★ Clarity and commitment to mission / goals
- ★ A passion for excellence
- ★ Lifelong growth / development
- ★ Creation / management of change
- ★ Ability to learn from mistakes, self-correct / move on
- ★ Commitment to mastery of a talent or skill
- ★ Strong sense of personal awareness / accountability

Riding
The
Waves

(continued)

Habits of People Who **Ride the Waves of Change**
(continued)

- Both healthy independence & interdependence
- Ability to communicate for understanding
- Empowerment of self & others
- Ability to take care of themselves
- Risk, experimentation & growth
- Expectation of positive
- Ability to be grateful
- Ability to experience life to the fullest degree

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

Assumptions That Can Be Made About Change

- Is constant yet varies in degree and direction.
 - Change can begin anywhere.
 - Everyone is responsible for making change work.
 - There is never enough information.
 - Creates both opportunities and threats.
 - The critical skill needed is "learning how to learn."
 - Change is both toxic and tonic.
 - Change is stressless only for the mindless.
 - Change challenges people in power.
 - Change makes the natives restless.
 - There is no quick fix.
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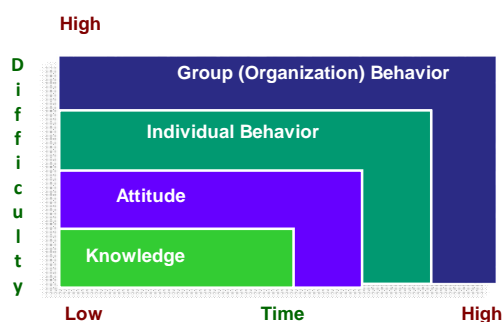
Characteristics of Change

People

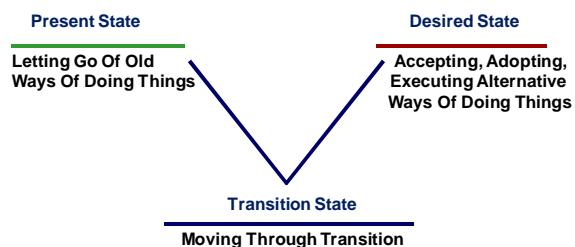
- ... will be ill at ease / awkward during change.
- ... will feel alone during change.
- ... will think first of what they have to give up.
- ... are at different levels of readiness for change.
- ... will be concerned if not enough resources.
- ... can handle only so much change.

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

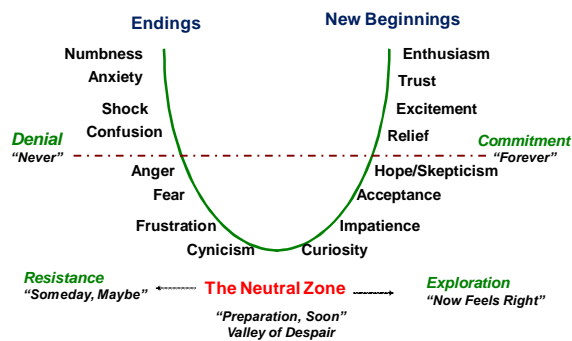
Change . . . Time & Difficulty



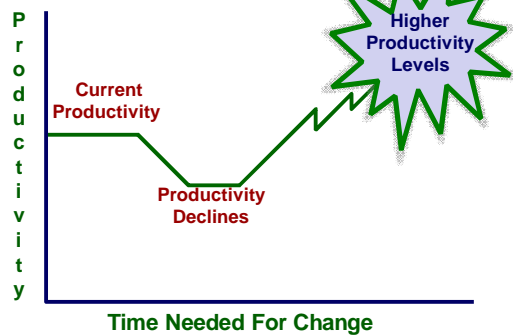
Key Concerns During the Stages of Change



Kurt Lewin's -- Stages Of Individual Transition



Change & Productivity



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?

"It's not so much that we're afraid of change, or so in love with the old ways, but it's the place in between that we fear... it's like being between trapezes. It's Linus when his blanket is in the dryer. There's nothing to hold on to." ~ Linus

Those Best Able to Survive & Thrive on Change

- High Self-esteem (Sense Of Worth)
- Feel They Can Control The World Around Them
- They Pick & Choose What They Focus On
- 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

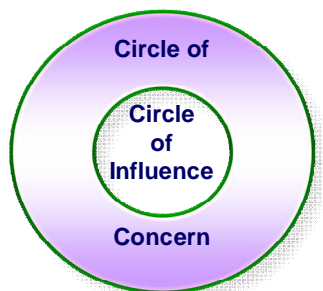
Enhancing Your Ability to Thrive on Change

- 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

"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

To Thrive On Change. . .



Stay In That "Circle of Influence"

Understanding the Risk of Change

- # 1 What is the best that can happen?
- # 2 What is the worst that can happen?
- # 3 Is # 1 worth risking # 2 for?
- # 4 Can you live with # 2 if it occurs?

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

Survive & Thriving
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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 drains 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.

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, your boss, and your organization 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.

Managing Stress During Times of Great Change



Stress is . . .

Our internal response to the outside world.

Stress originates . . . not out there, but . . .
only in our mind.



Our Thinking . . .

Makes it so!

Characteristics Of Those Who Are Best Able To . . . Handle Stressful Situations

- High Self-esteem (Sense Of Worth)
- Feel They Can Control World Around Them
- Are Challenged By Change
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~ William James



Keeping Cool, Calm & Collected During Great Change

- Have "escape routes".
- Remind yourself of your good qualities.
- Talk to yourself.
- Set realistic goals and expectations.
- Take care of number one.
- Establish quiet time.
- Accept change.
- Focus on areas you can control.
- Negotiate and re-engineer pressure situations.
- Learn how to spot your stress warning signals.



Slide 1 of 3

Keeping Cool, Calm & Collected During Great Change

- Have an optimistic view of the world . . . focus on the positive.
- Be flexible in your attitudes . . . you may not know the full story.
- Spend 80% of your time focusing on solutions.
- Learn to walk away from stressful situations.
- Use your body as an early warning signal.
- Get to-done with things that bothers or stresses you.
- Maintain your network and support groups.
- Have a reward system.
- Control the stories you tell yourself.
- Learn to avoid, alter, adapt, or accept uncontrollable situations.

Slide 2 of 3

Keeping Cool, Calm & Collected During Great Change

- Forgive, forget, let it go, get over it, and move on.
- Know when to rely on the "Serenity Prayer."
- Go with the flow.
- Learn to say "no" – don't over-commit.
- Don't brag about being stressed or overloaded.
- Have a positive can-do mental attitude.
- Maintain sensible perspective and a sense of humor.
- Warm up to your job or find a new one.



Slide 3 of 3

The End . . .

Thank You!



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