From Struggle to Success

Navigating Times of Change

Participant Guide

Conference for the Office Professional

April 26, 2016
Session Description
We live in a complex world that is always changing, in ways both large and small. As individuals, change can impact us on many levels, often leaving us feeling uneasy or uncertain. So, how do we learn to navigate all this change? In this interactive workshop, participants will examine ways to embrace both expected as well as unforeseen changes in their professional and/or personal life and walk away with a clear understanding of how they can positively support their organization, change processes and, most importantly, themselves, in times of change and transition. Throughout this session, participants will have the opportunity to examine and reflect upon the application of change management strategies to their own situations and needs. Workshop participants will walk away with a personal action plan to help them positively and meaningfully navigate a situation of change.

Learning Objectives

✓ Participants will understand the types and characteristics
✓ Participants will examine change management strategies to support themselves during times of workplace change and transition
✓ Participants will develop a personal action plan to help them positively and meaningfully navigate a situation of change

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Imagine that...

Starting right now you are living on an isolated island. On this island, every day will be exactly the same.

To prepare for your new life, you can pick out the following:

- One food you want to eat
- One book you want to read
- One song to listen to
- One set of clothes to wear

Use the space below to jot down your responses.
TYPES OF CHANGE:

- **Evolutionary**: Change that is part of nature and society that is slow and gradual in nature.
- **Imposed**: Change that happens to you. Unplanned or unanticipated change. Can often bring about the most resistance.
- **Designed**: Change that is planned and anticipated.

CHARACTERISTICS OF CHANGE:

- **Amount**: The number of changes faced.
- **Speed**: What is the length of time you have to implement a change? How much time is there in between changes you are experiencing? How much time do you have to adjust to changes?
- **Complexity**: How many life factors are impacted by the change?

ANALYZE YOUR CHANGE

Take a few minutes to reflect on a workplace and a personal change you have experienced within the last five years. Examine each change and identify the type and characteristics of each change.

<table>
<thead>
<tr>
<th>Type</th>
<th>Amount</th>
<th>Speed</th>
<th>Complexity</th>
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<tbody>
<tr>
<td>Workplace</td>
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<tr>
<td>Change</td>
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<td>Personal</td>
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<tr>
<td>Change</td>
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Which aspect of the change(s) were the most difficult for you?
TRANSITIONS—THE HUMAN RESPONSE TO CHANGE

Managing Change: New Beginning Phase

Transition Psychology

- Transition psychology originated from work on bereavement, loss, trauma, family crisis and depression.
- Describes how individuals respond to change, either in their own lives or environment.
- Not all changes cause transitions.
- Even positive life events (e.g. a new partner in your life, the birth or adoption of a child, or a new job) can cause psychological disruption.
- The process takes longer than most people expect—typically 6-12 months, sometimes longer.

(Heather Sterling Turner)

We often associate change with the following:

- Instability
- Lack of control
- Fewer opportunities
- Discomfort
- Loss of rights and benefits
- Loss of relationships
- Loss of position
- Inconvenience
- Fear
NAVIGATING WORKPLACE CHANGE
Below are tips for navigating changes in the workplace. What are you able to accomplish in your workplace culture? Why? Discuss and get some advice.

Tips for Navigating Workplace Change

- **A. Regulate your responses**—Be aware how we can be labeled and silenced because of our responses; be strategic and thoughtful
- **B. Get involved**—don’t just let things happen to you. Make things happen. Get on committees, be a part of listening sessions; make sure you educate yourself as best as possible
- **C. During the time of change, choose your battles wisely**—sometimes emotions run high during times of change; be self-reflective, stay focused.
- **D. Build rewarding and supportive relationships with co-workers**—together you can model inclusivity. Together you can speak up and speak out when necessary.
- **E. Seek clarification**—on new projects and new responsibilities; prioritize tasks.
- **F. Be a part of designing a better the future**—similar to “ownership.” If change is inevitable, then make sure you voice your opinions, give feedback, and help develop the plan for implementation. You may have insights management may be overlooking.
- **G. Study the future**—learn as much as you can about likely upcoming events and get as much lead-time as you can to anticipate them. Manage and plan actively, not reactively
- **H. Stay healthy mentally, emotionally, and physically**—find time every day for detachment and relaxation. If you can’t take actual breaks, take a quick mental break for a breathing exercise or centering.

Easy

Somewhat Easy

Somewhat Challenging

Challenging
STRESS OF CHANGE

Stress is, in part, a function of the way we interpret events around us. The way we choose to define and interpret our circumstances will have a strong influence on the amount of stress we feel. Fortunately, we have the ability to control our interpretation of situations.

Stress caused by personal, professional, and organizational changes impacts each of us differently. But, there are a variety of signals which tell us that our body is under a lot of stress. Stress can have a positive impact on us causing us to switch into high gear, accepting what is being thrown at us and moving us ahead, or it can cause us to withdraw emotionally, become ill or make poor, impulsive or ill-considered decisions.

<table>
<thead>
<tr>
<th>Physical Signals</th>
<th>Negative</th>
<th>Positive</th>
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<tbody>
<tr>
<td>Major pains</td>
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<td>Increased energy</td>
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<tr>
<td>Headaches</td>
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<td>Increased vitality</td>
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<td>Rashes</td>
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<tr>
<td>Flu</td>
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<tr>
<td>Facial/eye twitches</td>
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<tr>
<td>Ulcers</td>
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<table>
<thead>
<tr>
<th>Emotional Signals</th>
<th>Negative</th>
<th>Positive</th>
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<tbody>
<tr>
<td>Anxiety</td>
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<td>Excitement</td>
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<td>Exhilaration</td>
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<td>Fear</td>
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<td>Frustration</td>
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<tr>
<td>Impatience</td>
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<table>
<thead>
<tr>
<th>Mental Signals</th>
<th>Negative</th>
<th>Positive</th>
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</thead>
<tbody>
<tr>
<td>Worry</td>
<td></td>
<td>Increased questioning</td>
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<tr>
<td>Confusion</td>
<td></td>
<td>Personal planning</td>
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<tr>
<td>Distraction</td>
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<td>Seeking clarity</td>
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<td>Doubt</td>
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MANAGING STRESS
While stress is a natural part of life, there are small things that we can do to alleviate some of the symptoms of mental stressors in our lives:

Deep Breathing
Relax your body, and take ten or more slow, deep breaths. Your goal is to breathe into the bottom of your lungs (where the oxygen is readily absorbed), not the usual upper lung breathing we do. Put your hand on your stomach and feel it move as you breathe in in order to make sure you are getting the air in good and deep. When people are experiencing anxiety, we often breathe into the upper area of our lungs rather than the bottom.

Each time you exhale, count silently: “one,” after the first breath, “two,” after the second breath, and so on until you reach 10. When you are finished, you should feel more calm and relaxed.

Visualization
Use positive imagery to boost your mood and enhance your visible performance. In your mind, picture a place that you love, something that brings you peace and joy. If you are getting ready for a presentation or an interview, visualize yourself performing it perfectly, so that when you get to the event, your mind thinks you’ve done it before. (This is a technique used by athletes and peak performance coaches.)

Music
Music has the power to soothe or to give us energy. Find a type of music that relaxes you, and play it when you need to calm down. When you feel tired and listless, play music to give you an energetic boost.

Applying Gentle Pressure
Holding a fingertip to the point of most pain or tension and pressing very hard for up to a minute can alleviate a headache or relieve tension.

Laughter
A good belly laugh can lower blood pressure, slow your adrenaline, and reverse the stomach acid that comes with negative responses. Resort to a book/show/movie, person, or memory/thought that always makes you smile. Laughter truly is good medicine.

Replace Worry with Problem Solving
Focus on what you can do, and then go ahead and do it. Chronic worriers tend to focus on what they cannot do, what should be happening, or how things are going wrong. Replace worry with problem-solving so that you identify where you can step in.

Meditation
The purpose of meditation is to free your mind from its normal busy activities. There are several different techniques that can be used. Some people use a word as a focal point (a mantra), while others suggest you focus on a color, your breathing, an abstract concept, or an object.

Sit quietly with your eyes closed and relax all your muscles from head to toe. Become aware of your breathing. Breathe through your nose easily and naturally, in and out… Begin to silently repeat the word you have chosen or focus on the color you have chosen, or simply continue to concentrate on your breathing. In and out. Acknowledge distracting thoughts but let them pass as quickly as possible.
PERSONAL REFLECTION & PLANNING NEXT STEPS

Identify the workplace change you are currently navigating.

What might you perceive you are losing?  
What might you gain?

Identify your anchors. What can remain the same for you?

What will you do to help yourself navigate this change? What strategies can you use? What steps will you take?
NOTES