



Staying Afloat in a Sea of Change

Supplemental Readings & Worksheet Packet

WebJunction Webinar

January 15, 2015

Opportunities & Challenges Worksheet

No matter what change you are facing, it can be a mixed bag; some opportunities for growth and development mixed in with some challenges and a few scary parts.

- **What's one thing about my current situation that I will miss?**

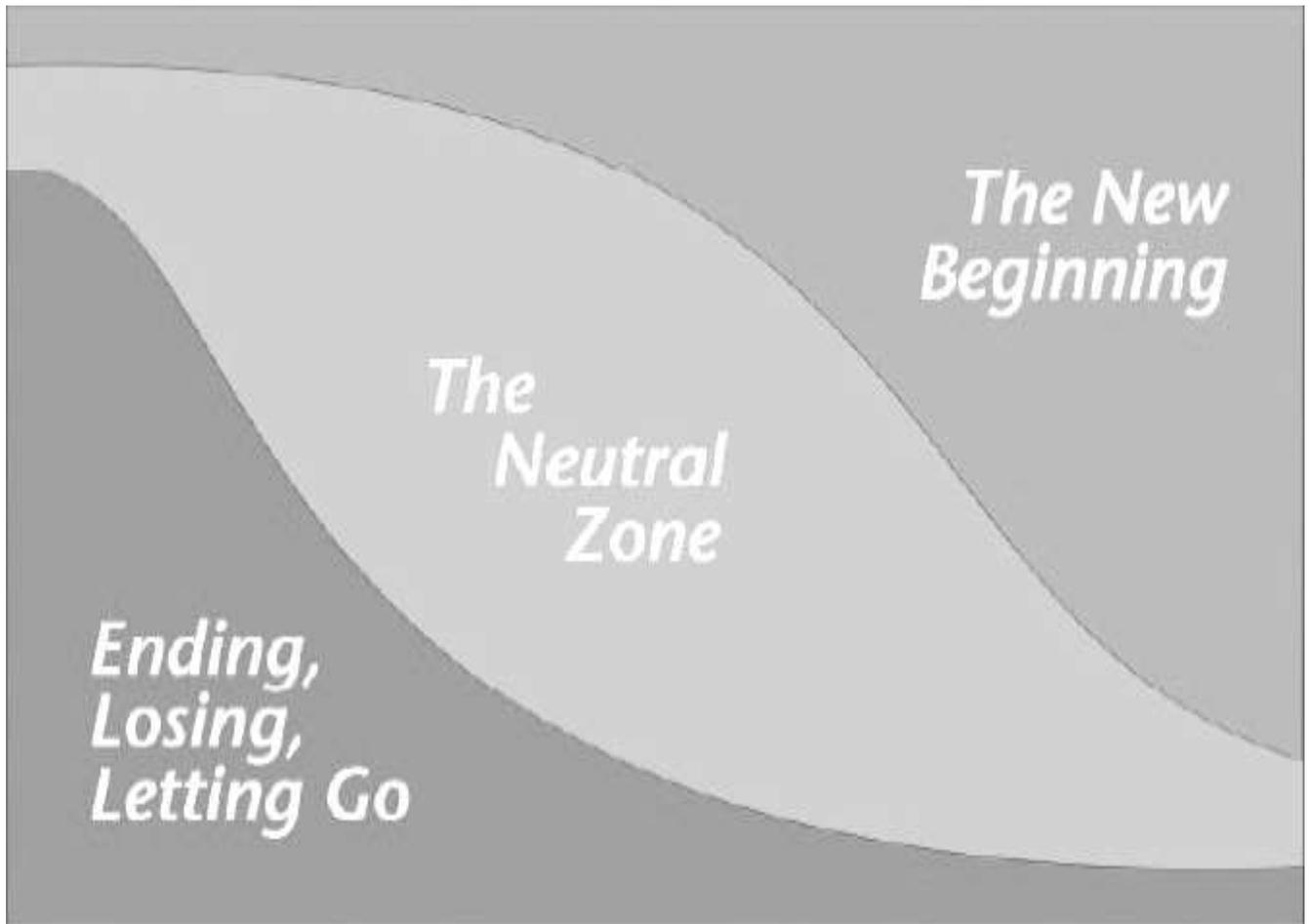
- **What's one thing I won't miss?**

- **What's one aspect of this change that I look forward to?**

- **What's one aspect of this change that makes me nervous?**

Change Map

Where are you on the Change Map? Mark your spot with an X.



Graphic from: William Bridges (2009). *Managing Transitions: Making the Most of Change*, 3rd Ed. Da Capo Lifelong Books

What would help you move to the right, towards the New Beginning stage?

Who can help you with that?

WHAT'S REALLY CHANGING?

A Worksheet for Navigating Change

Are there people, places or things I will lose as a result of this change?

Are there ways I can maintain those relationship despite the change?

Is there a task or role that I was proud of that I don't/won't do anymore?

Are there new responsibilities I could take on? Other ways I could express the pride I take in my work?

Has my routine been disrupted? Am I working out of my comfort zone?

*How long did it take me to establish my old routine & expertise?
If I allow some time, can I establish/get comfortable with a new one?*

Do I feel like things are happening beyond my control?

If I can't control this entire thing, are there aspects of it I can control?

10 Things I Can Do to Deal with Stress

1.

2.

3.

4.

5.

6.

7.

8.

9.

10.



10 THINGS: 10 TIPS FOR DEALING WITH CHANGE IN THE WORKPLACE

By Calvin Sun

Calvin Sun is an attorney who writes about
Technology & legal issues for TechRepublic.com

<http://www.techrepublic.com/blog/10things/10-tips-for-dealing-with-change-in-the-workplace/257>

10-megabyte hard disks... DOS... 5 1/4-inch floppy drives....The technology of the 1980s and 1990s bears almost no resemblance to what we have today. In the same way, our jobs and organizations probably bear little resemblance to that time. Companies reduce their staffs, outsource their operations, rearrange their organizational structure, and upgrade their platforms and tools. Dealing with all of this change can be daunting. Yet being able to do so is vital to your career.

As I began to think about tips I could share on handling change, I realized that reactions to those changes mirror the reactions to the death of a loved one. In particular, I kept thinking about a tragedy that struck a south Texas family ... and the amazing way they dealt with it. Their actions helped me put together the following tips on dealing with change.



#1: Recognize that change does happen

When we were children, as the saying goes, we thought, acted, and spoke like children. When we became adults, though, we put childish ways behind us. Our own personal lives change as we grow older. Why should our careers and jobs be any different? Denying that change is or will be occurring, and continuing to live in the past (something my daughters allege about me), only makes things more difficult.

When I teach classes on customer service, I emphasize the importance of setting and managing the expectations of the customer. That principle applies to us personally as well. The more we understand that change will happen, the less upset and surprised we will be when we encounter that change.

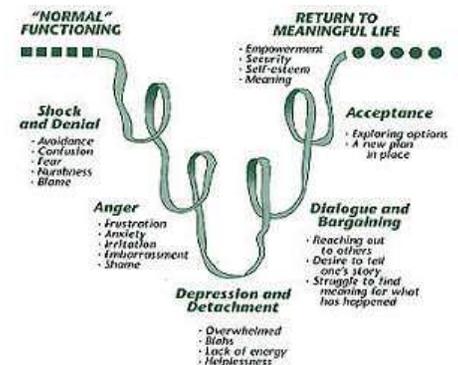
#2: Be aware of your surroundings

In his classic work *The Art of War*, author and military strategist Sun Tzu wrote about the importance of observing signs of the enemy. For example, he wrote that movement among trees in a forest indicated that the enemy is advancing, and that dust that rose in a high column indicated the approach of chariots.

Few armies fight with chariots these days, but the principles Sun Tzu wrote about apply just as much to your job situation. Recognizing that change happens is desirable. It's even better, though, to recognize when change might be occurring in your own specific situation. Keep alert to subtle clues. For example, are you being excluded from important meetings? Does your boss seem more distant? Is the rumor mill engaged?

#3: Recognize the stages

Because reactions to organizational change resemble those to the death of a loved one, many studies on change cite the work of psychologist Elisabeth Kübler-Ross, who identified several specific stages in the latter. The early stages include shock and denial (refusing to believe what has happened and instead believing everything will be all right), guilt (at not having done or said more or for not being the decedent), and anger (at the decedent or at God). Later, one passes through the stages of acceptance (acknowledging what has happened) and moving on.



With respect to organizational change, an additional “negotiations” stage can occur, in which the affected person offers to work harder as a way of preventing or forestalling the change.

All the stages don’t necessarily occur. The progression might not be a smooth linear one, and different amounts of time may be involved with the different stages. Regardless, the quicker you get to the acceptance and moving on stages, the better it will be for you.

#4: Communicate with others

Communications is always important, but especially so when you face change. A lack of communications from others can have a negative impact, while effective communications can have a positive one. From a purely pragmatic standpoint, you need details about the change, so that you can determine how it affects you. Don’t just sit back and wait for things to happen. Talk to your boss, your boss’s boss, and your co-workers to get their understanding. When dealing with co-workers, however, be aware that news can be distorted and can be mixed with rumor.

Part of the fear of change involves dealing with the unknown. If possible, try to minimize this factor by talking to others who have undergone such a change. What difficulties did they experience and how did they deal with them? How can you adapt their experiences to your own situation? As the philosopher Santayana said, “Those who do not remember the past are doomed to repeat it.”

Your communications should involve more than just people in your own department or company. They should involve people in other companies as well. They might have experienced the same change, so their advice has value. They might also serve as contacts should you decide to change jobs.

#5: Do a self assessment

Companies, in planning for the future, often conduct an analysis for strengths, weaknesses, opportunities, and threats (SWOT). That type of SWOT analysis can be just as helpful to you. What skills and strengths do you have? Where do you need to improve? By understanding your own strengths and weaknesses, and knowing as much as you can about the new situation, you have a better chance of finding a place to fit in.

#6: Be flexible

Change requires flexibility. The better able you are to adapt to change, the greater your chances of being successful. After you complete your self-assessment, take a look at the requirements of the new situation. Maybe your current job doesn’t fit exactly into it. However, what skills, from your old role, *can* you apply to the new situation? In other words, instead of focusing on differences, focus on similarities.

Suppose you were a football coach at a university. One day the president told you the football program was going away, and you would either have to coach basketball (something you never did before) or leave the university. How would you react if you wanted to stay? Football and basketball have important differences, in number of players, size of playing area, and shape of ball. However, they also have similarities. In both sports, you want to outscore the opponent. In both, a coach must motivate players to achieve peak performance and must deal when necessary with discipline issues. In both, strategy, planning, and preparation are vital to success. If you wanted to make this change successful, you would look at the similarities and leverage existing knowledge. You’d then recognize shortcomings (e.g., lack of coaching experience in or knowledge of basketball) and make appropriate plans to address them.

Think in the same way about how you can adapt your own skills to the new environment.

#7: Continue to do your work

I’ve been through reorganizations, and they’re no fun. Regardless, resist if you can the temptation to just sit there. It’s easy to have that attitude, because you don’t know if your work is going to mean anything tomorrow

or the next week. Still, you're being paid to work, so try to do so. Furthermore, that attitude could impress a future boss.

#8: Be positive in actions and attitude

I don't want to sound like Pollyanna, but keeping a positive attitude can help you deal with the uncertainties of change. For example, instead of worrying about changes you will have to make, focus instead on how you can leverage your existing skills and experience, as in the example of the football-turned-basketball coach. Looking for opportunities in the new organization, and becoming involved, will hasten your adjustment.

#9: Maintain your network

Your network of contacts, both inside and outside your company, can serve a valuable function. They can share with you their own experiences of change and tell you of job opportunities. More important, they can be a sounding board for your ideas and share with you their emotions about the change.

Build your network by keeping in touch with school and college classmates, former co-workers, bosses, and subordinates and by meeting colleagues at conferences and conventions.

#10: See the big picture

We discussed the example of the football coach who had to become a basketball coach. That person has a better chance of success by looking not at the small picture, i.e., specific differences between the sports, but rather at their similarities as athletic activities.

Change can be frightening, and disruptive. However, with the right attitude and actions, you can find opportunities in that change.

10 Stress Busters

By Therese J. Borchard

Associate Editor

<http://psychcentral.com/blog/archives/2009/03/18/10-stress-busters/>

Stress is like dark chocolate. A little of it won't kill you. In fact, small blocks here and there can be good for you, or at least give you a reason to get out of bed in the morning. But chronic and severe stress can damage your body and mind, blocking the fluid communication to and from most organs—especially in the hypothalamic-pituitary-adrenal (HPA) axis and in the limbic system, the brain's emotional center. Believe me, you want these two systems running as smoothly as possible, with low levels of the delinquent stress hormones in your bloodstream. Which is why I always keep some stress busters handy. Here are 10 of my favorites.

1. Simplify

Cut your to-do list in half. How? Ask yourself this question after every item: Will I die tomorrow if this doesn't get accomplished? I'm guessing you'll get a lot of no's. I'm sure Franklin Covey has a more efficient and elaborate system. But here's mine: Every morning I immediately jot down my to-do list. Once I experience the first heart palpitation, the list gets cut in half.



2. Prioritize

Let's say you've got five huge work projects due next week, two Cub Scout commitments you promised your son, your mom's overdue taxes on your desk, your wife's 40th birthday celebration to plan, and your sister's computer to fix. What do you do? You record all the tasks on a sheet of paper or on your computer and you give each one a number between 1 and 10: 10 being the most important (life threatening) to one (stupid bloody thing I signed up for). Start with the 10s. If you never get beyond the 8s, that's okay!

3. Use Pencil, Not Pen

If you rely on your to-do list as much as I do, then you'll want to start using pencil instead of pen. Because one important stress buster is to try to stay as flexible as you can. Things change! And change is not our enemy, even though our brain categorizes it as such. You want to be able to erase a task or reminder at any time, because who the heck knows what your day will be like.



4. Give Away Your Cape

If you haven't already guessed by now, you are not a superhero and don't possess supernatural qualities and capabilities. I'm sorry, but you're going to have to join the race ... the human race. Which means surrendering to limitations and conditions—like the number of hours in a day (24) and the amount of time it takes to get from point A to point B. In your car. Not in your Batmobile.

5. Collaborate and Cooperate

There are lots of people out there with to-do lists that look very similar to yours. Why not let them do some of your tasks so that you all don't have to do them? The moms around me have mastered this concept, as they have set up a babysitting co-op: one mom volunteers to watch a neighbor's kid and by doing so earns babysitting points that she can redeem when a neighbor watches her kids. In the blogging world, I have begun to collaborate with some other mental-health writers so that we all don't have to scan the same media outlets for depression-related stories. If I catch something I send it to them, and vice versa. It's an effective system.

6. Laugh

Just as chronic and severe stress can damage organic systems in our body, humor can heal. When people laugh, the autonomic nervous system mellows out and the heart is allowed to relax. Laughter can also boost the immune system, as it has been found to increase a person's ability to fight viruses and foreign cells, and reduce the levels of three stress hormones: cortisol, epinephrine, and dopac. Plus it's just fun to laugh. And having fun is its own stress buster.



7. Exercise

Exercise relieves stress in several ways. First, cardiovascular workouts stimulate brain chemicals that foster growth of nerve cells. Second, exercise increases the activity of serotonin and norepinephrine. Third, a raised heart rate releases endorphins and a hormone known as ANP, which reduces pain, induces euphoria, and helps control the brain's response to stress and [anxiety](#). You need not run a marathon or complete an Ironman triathlon. A quick stroll in the morning or in the evening might be just enough to tell the stress hormones in your blood to scatter.



8. Stop Juggling

I realize some multi-tasking is inevitable in our rushed culture. But do we really have to simultaneously cook dinner, talk to Mom, help with homework, and check e-mail? If you were an excellent waiter or waitress in your past or present, then skip this one. However, if you have trouble chewing gum and walking at the same time like I do, you might try your best to concentrate on one activity at a time.

9. Build Boundaries

Speaking of activities, get some boundaries, ASAP—meaning designate a place and time for certain things so that your brain doesn't have to wear so many hats at the same time. I thought this was impossible as a mom who works from home until I made myself abide by some rules: computer is off when I'm not working, and computer stays off in the evening and on weekends. My brain adjusted nicely and appreciated the notice of when and where each hat was required, and it actually started to relax a tad.

10. Think Globally

I don't say this to induce a guilt trip. No, no, no. Guilt trips compound stress. What I mean here is a simple reminder that compared to other problems in our world today—abject poverty in Somalia or Cambodia—the things that we stress about are pretty minor. In other words, if I shift my perspective a little, I can see that there are far worse dilemmas than my poor royalty figures on a few books. Put another way: Don't sweat the small stuff, and most of it is small stuff.

A CONTRACT WITH MYSELF

These are 2 things I will do to take care of myself as I go through this transition:



1)

2)

This is one thing I will do to support my co-workers as we go through this transition:

