Welcome & thanks for joining us today!

Your host: 
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Our goals for this hour:  
- Examine common responses to change  
- Explore ways to recognize resistance to change in ourselves & others  
- Discuss ways to manage change-related stress  
- Devise strategies to adapt to workplace & personal change.
CHANGE – IT’S ALL AROUND US!
How does Change change us?
Brain Researchers* say...

Your brain is constantly trying to balance
• Your sense of safety.
• Your desire for stimulation

Change upsets one’s sense of safety. It presents a risk.

Change can also represent a reward. It keeps your brain from being bored.

Annotation Tools

The tool buttons are in a row on the left side of your screen.
To use a tool, click on the icon, then click anywhere on the screen.

Check mark

- Icon is a square
- Use the drop-down menu and choose the check mark.
How Do You* Respond to Change?

*Risk

*“Individual results may vary.”

*Reward
How Does YOUR LIBRARY Respond to Change?

Like individuals, organizations have differing attitudes towards change.
Two Models of Change Theory
Elizabeth Kubler-Ross

Stages of the Grief Cycle

“NORMAL” FUNCTIONING

Shock and Denial
- Avoidance
- Confusion
- Fear
- Numbness
- Blame

Anger
- Frustration
- Anxiety
- Irritation
- Embarrassment
- Shame

Depression and Detachment
- Overwhelmed
- Blahs
- Lack of energy
- Helplessness

RETURN TO MEANINGFUL LIFE

Acceptance
- Exploring options
- A new plan in place

Dialogue and Bargaining
- Reaching out to others
- Desire to tell one’s story
- Struggle to find meaning for what has happened

Empowerment
- Security
- Self-esteem
- Meaning

Adapted from Kübler-Ross, 1969
Managing Transitions: Making the Most of Change

William Bridges
The Sights & Sounds of Resistance:

Ending/Letting Go –
May include anger, resistance, bargaining, feeling down or blue. “This is stupid!” or “I’ll show them!”

![People looking serious](image)
Neutral Zone –
Analyzing, investigating, exploring, imaging the possibilities. “This might just work.”
New Beginning/Acceptance -
Discovery, excitement, commitment to the new, a sense of beginning, the new normal. “This is going to be okay.”
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Where are you? What do you need to help you move from left to right? Who can help you get what you need?
Tips for Navigating
What’s Really Changing?

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 particular thing, are there other things about the situation I can control?*
• Identify your resources & allies.

• Pick your new destination.

• Plan your route.
Take care of yourself

If change equals stress, how can you deal with stress?
If change equals stress, how can you deal with stress?

- Talk to co-workers
- Exercise
- Get enough sleep
- Eat (hopefully, right)
- Minimize other stress
- “Pick your battles”
- Escape, either physically or mentally
- Friends & family

- Shop
- Meditate/Pray
- Journal
- Breathe
- Support each other
- Use an Employee Assistance Program or other resources
How WILL you deal with Change?

Take a few moments to make a contract with yourself (or with a colleague).

• What are 2 things I can do to take care of myself as I move through this transition?

• What is one thing I can do to support my workgroup as we move through this change?
So, what did we cover today?

- Examined common responses to change
- Explored ways to recognize resistance to change in ourselves & others
- Discussed ways to manage change-related stress
- Explored strategies to adapt to workplace and personal change.
Questions?
Comments?

Thank you for joining us today!
“Man cannot discover new oceans unless he has the courage to lose sight of the shore.”

Andre Gide