



Change – it's personal

Presented by:

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AS A RESULT OF THIS SESSION, PARTICIPANTS WILL BE ABLE TO:

1. Describe the four quadrants of the Predictable Emotional Process
2. Take specific actions to help employees navigate emotional reactions to change
3. Recognize their own possible emotional reaction to change

Please
stand





This is so stupid.

I don't want to.

I don't have to do this.

It's not going to affect me.

This will never work.

Never going to happen.

I don't like it.

**People are often quite uncomfortable with change,
for all sorts of understandable reasons.**

**This can lead them to resisting or opposing the
change,
Or even openly defying it.**

**The good news is there is a predictable emotional
process.**

Question

Which of the following most closely matches your reaction to my request of standing?

Shock

Denial

Anger

Frustration

Apathy

Confusion

Engaged

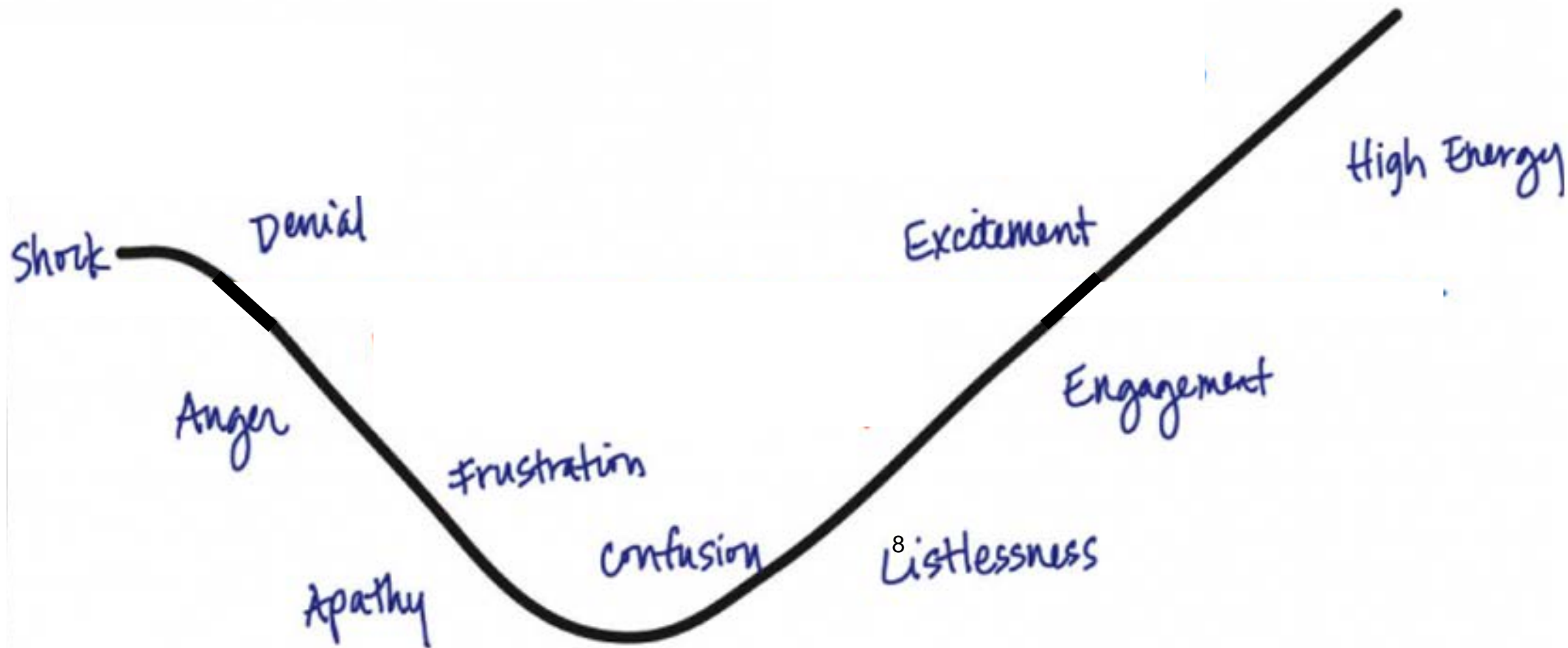
Excited

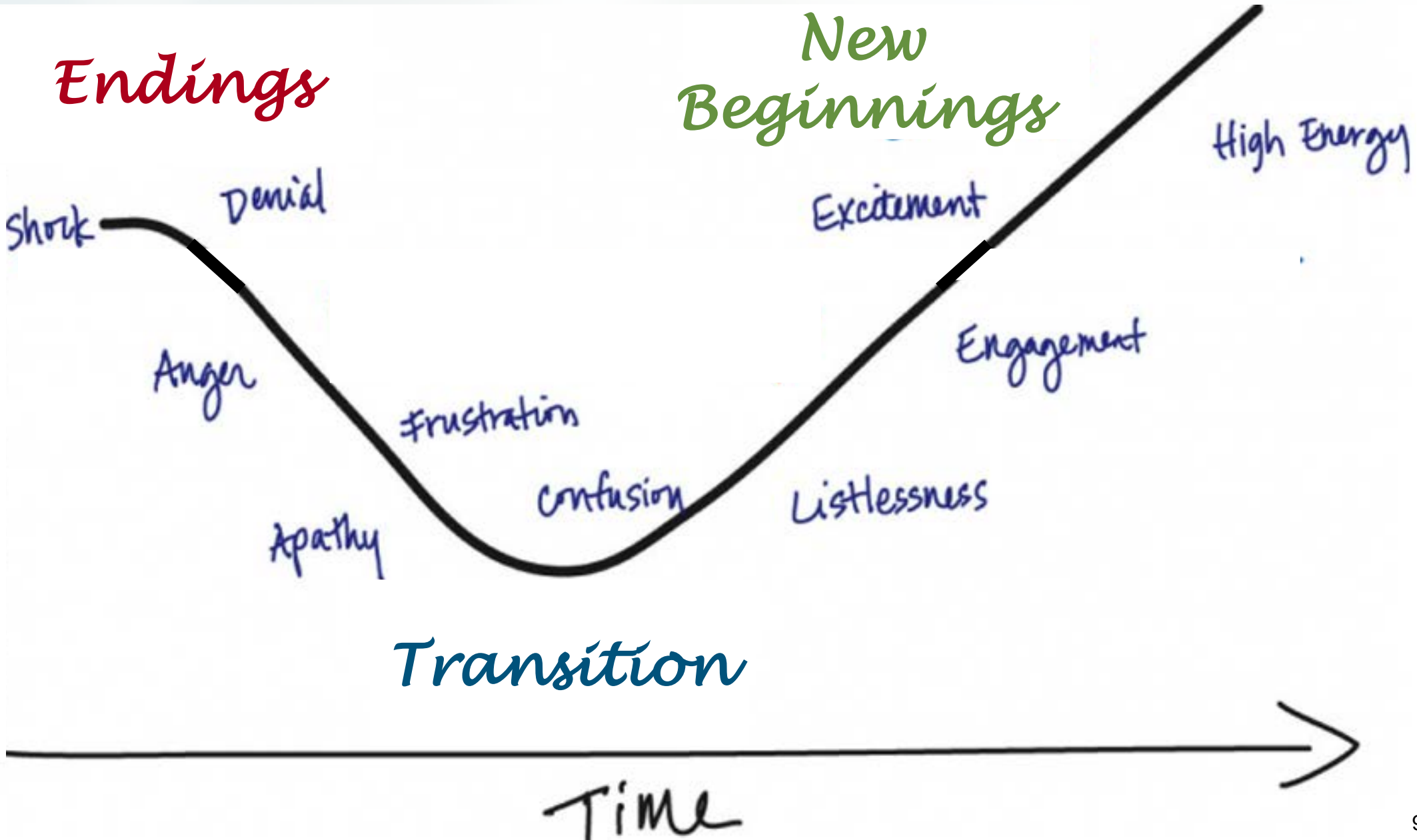
High Energy

Question

Which of the following most closely matches your *employees' current* reactions to the business changes?

- Shock
- Denial
- Anger
- Frustration
- Apathy
- Confusion
- Engaged
- Excited
- High Energy





Endings = LOSS

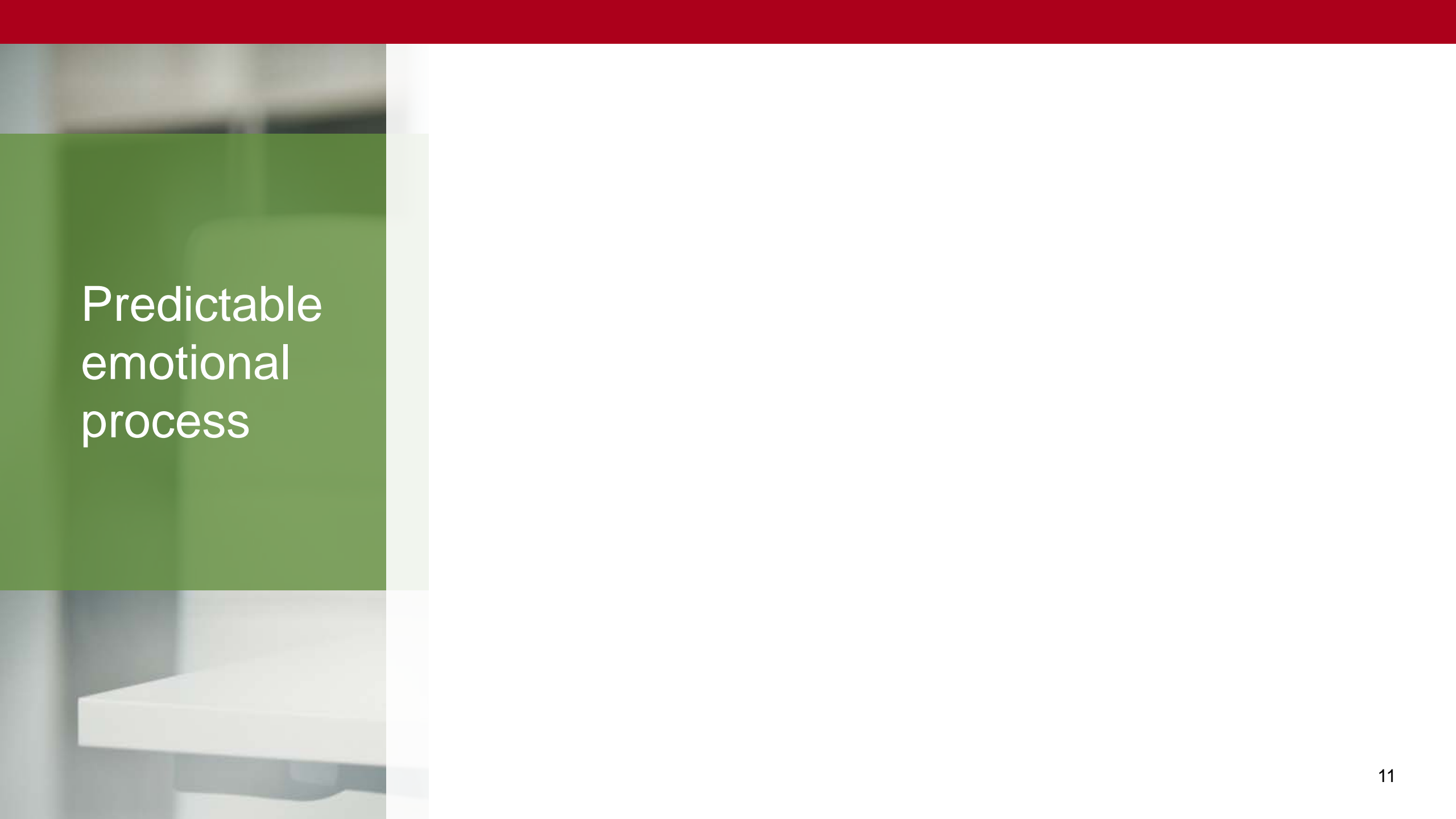
Security

Control

Personal Interactions

Expertise

Powerbase

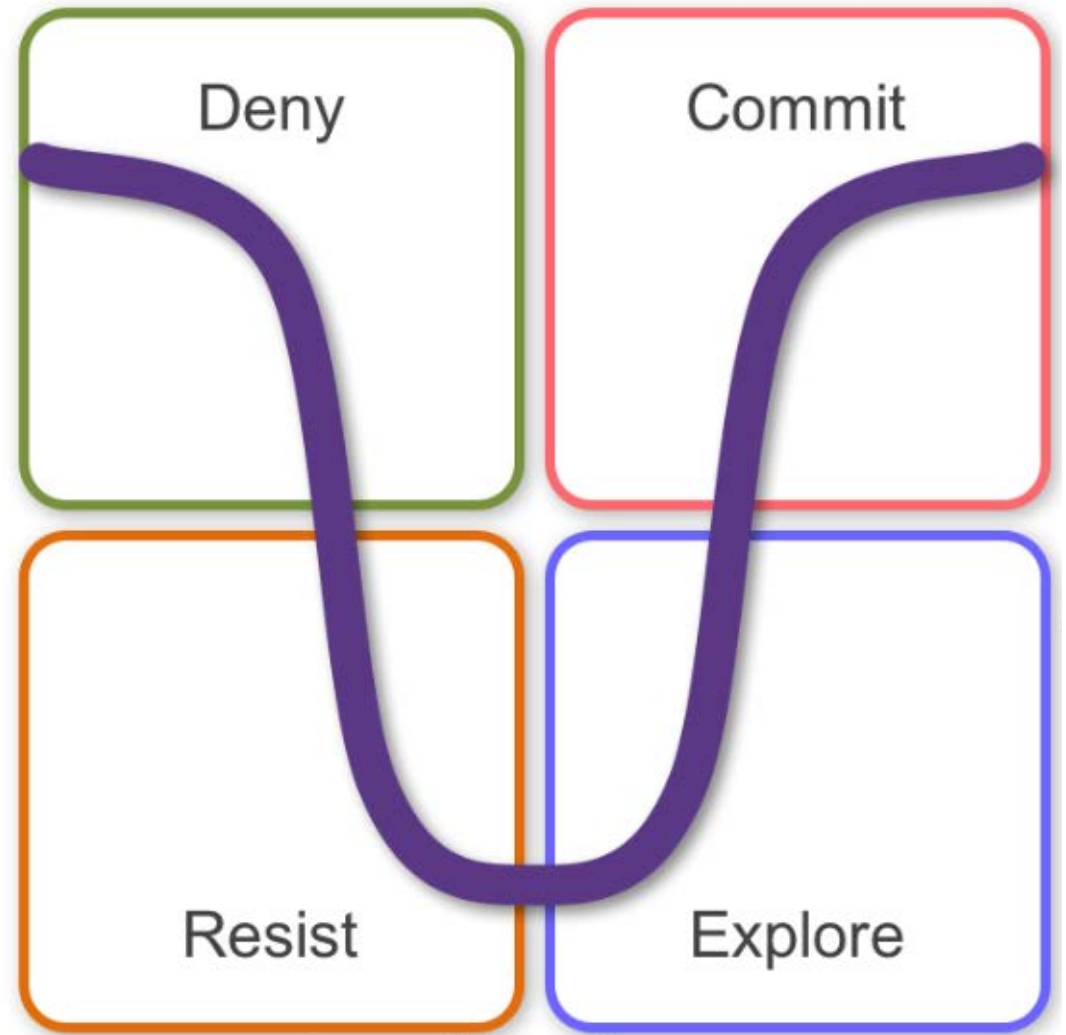


Predictable
emotional
process



I don't have to do this.
It's not going to affect me.
This will never work.
Never going to happen.
I don't like it.

- Provide frequent, consistent info
- Address rumors and misinformation calmly and truthfully
- Be clear on what will change, what will not
- Explain how change fits into bigger picture





- Change is inevitable, not happy about it
- Angry, anxious, bitter, hostile
- Increase in absence, complaints, drops in efficiency, morale, and quality
- Fear of losses
 - Security
 - Control
 - Personal Interactions
 - Expertise
 - Powerbase

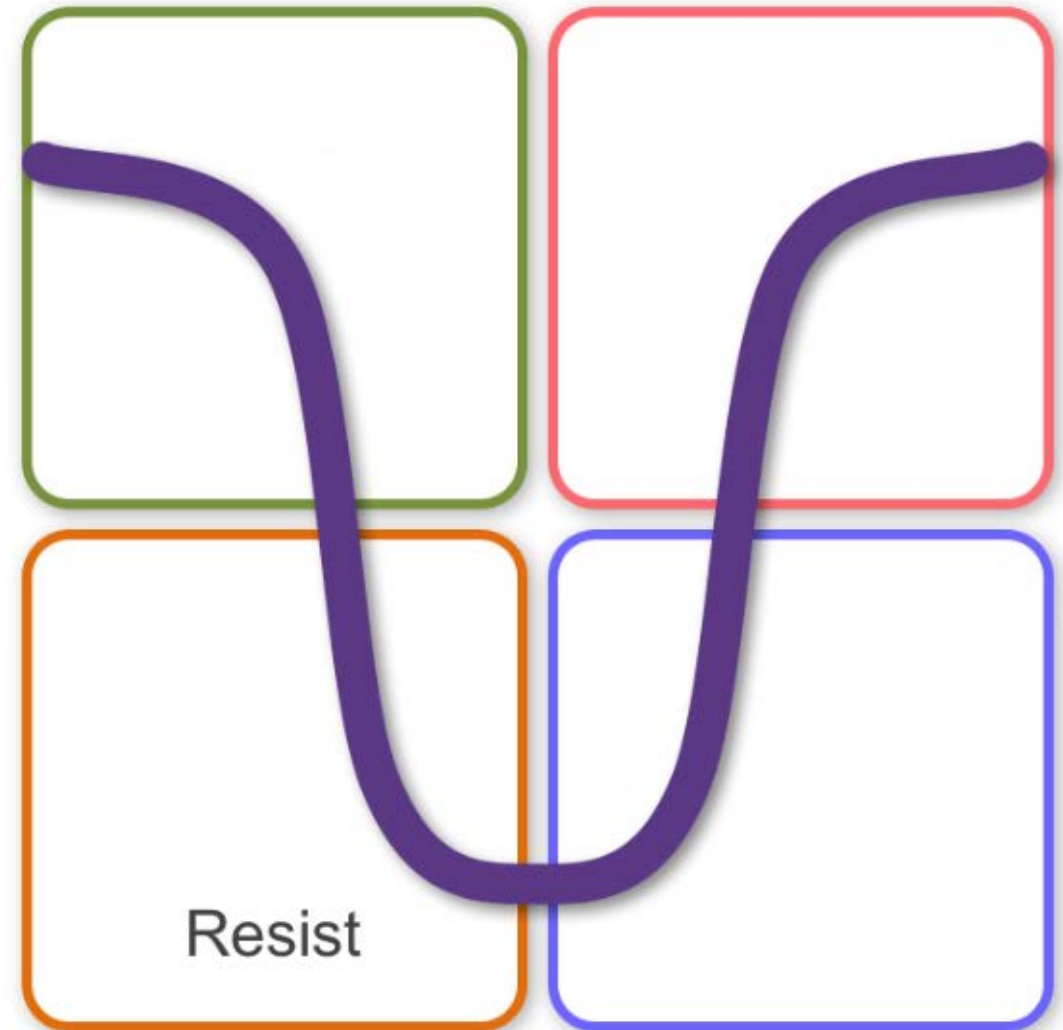
Why do we have to do this?!!

They are so stupid!!

What are they thinking?!!

I am NOT doing this!!

- Listen empathetically
- Acknowledge and legitimize feelings
- Ask for their feedback
- Share (consistently) why, how; educate
- Provide a solid sense of direction
- Involve them, provide developmental opportunities





- Reality, resistance is futile
- Start to ask questions
- Tentative forward looking

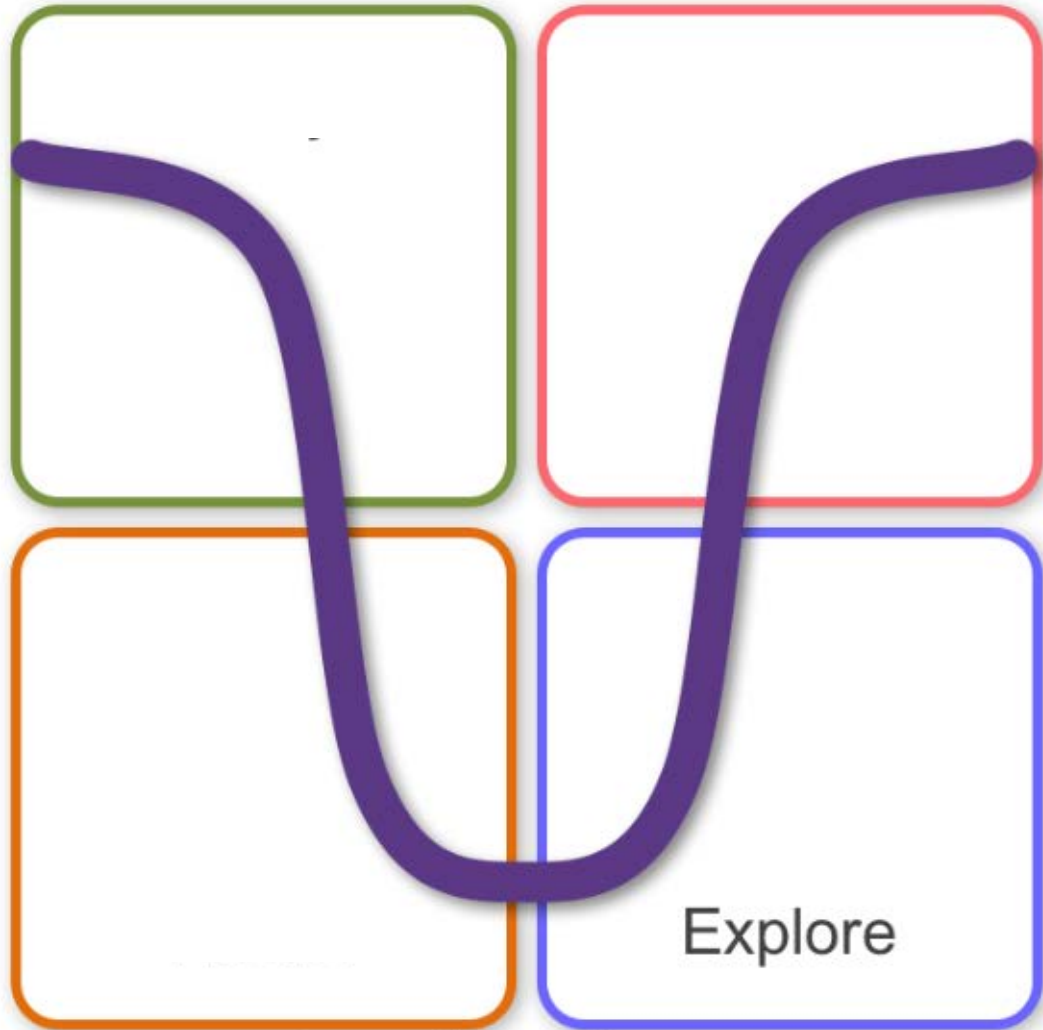
What will this look like?

How will it affect me?

What will stay the same?

What will be different?

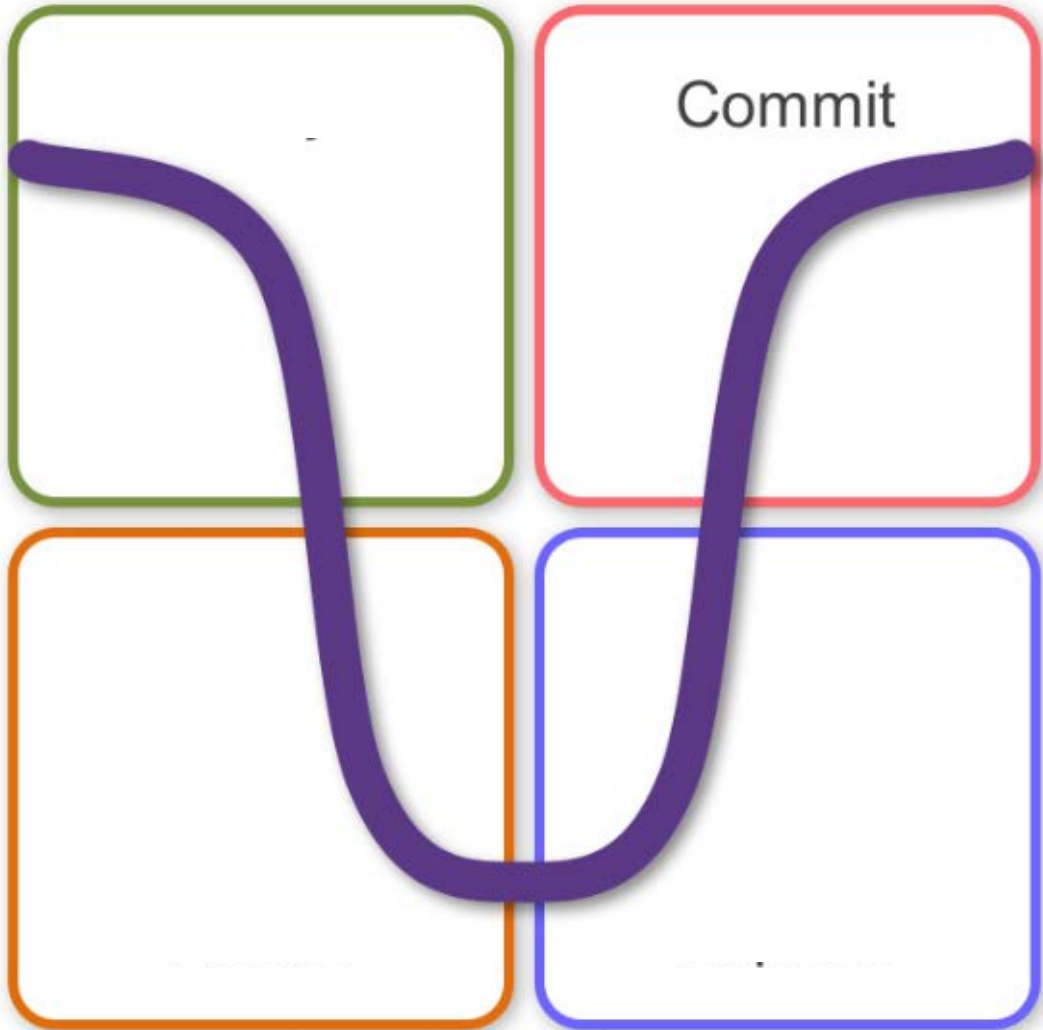
What will I have to do?



- Provide short term win goals
- Provide opportunities for contribution and participation
- Acknowledge efforts and attempts
- Celebrate successes and endings



- Accept new methods, processes, environment
- Old losses replaced with new powers, re-empowered
- New ownership or responsibilities taken on



- Provide frequent feedback and appropriate recognitions
- Validate those responding to change
- Define new roles, accountabilities with performance measures
- Set long-term goals
- Enroll as advocate to assist others

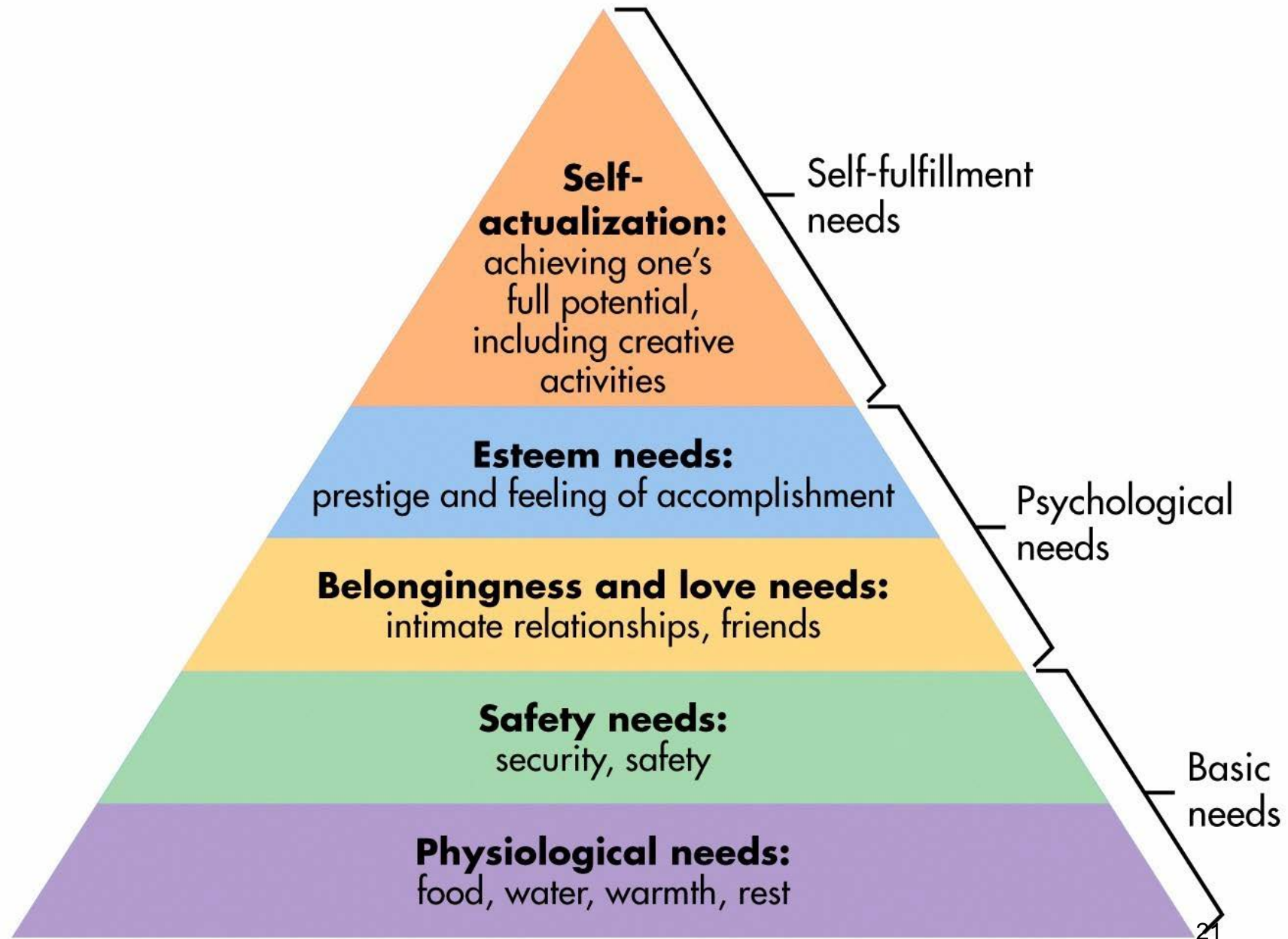
- Provide clear vision about the change
- Share as much as possible about the plans
- Allow expressions of nostalgia and grief for the past
- Make requirements and expectations clear
- Create participation in planning the change
- Recognize, reward for extra time and energy required
- Minimize surprises
- Demonstrate own commitment to the change

Don't get impatient or try to push people through.
Guide them positively through the change process.

A different kind of change

Maslow's Hierarchy of Needs

Some needs take precedence over others



MANAGE IN THE VIRTUAL WORKPLACE

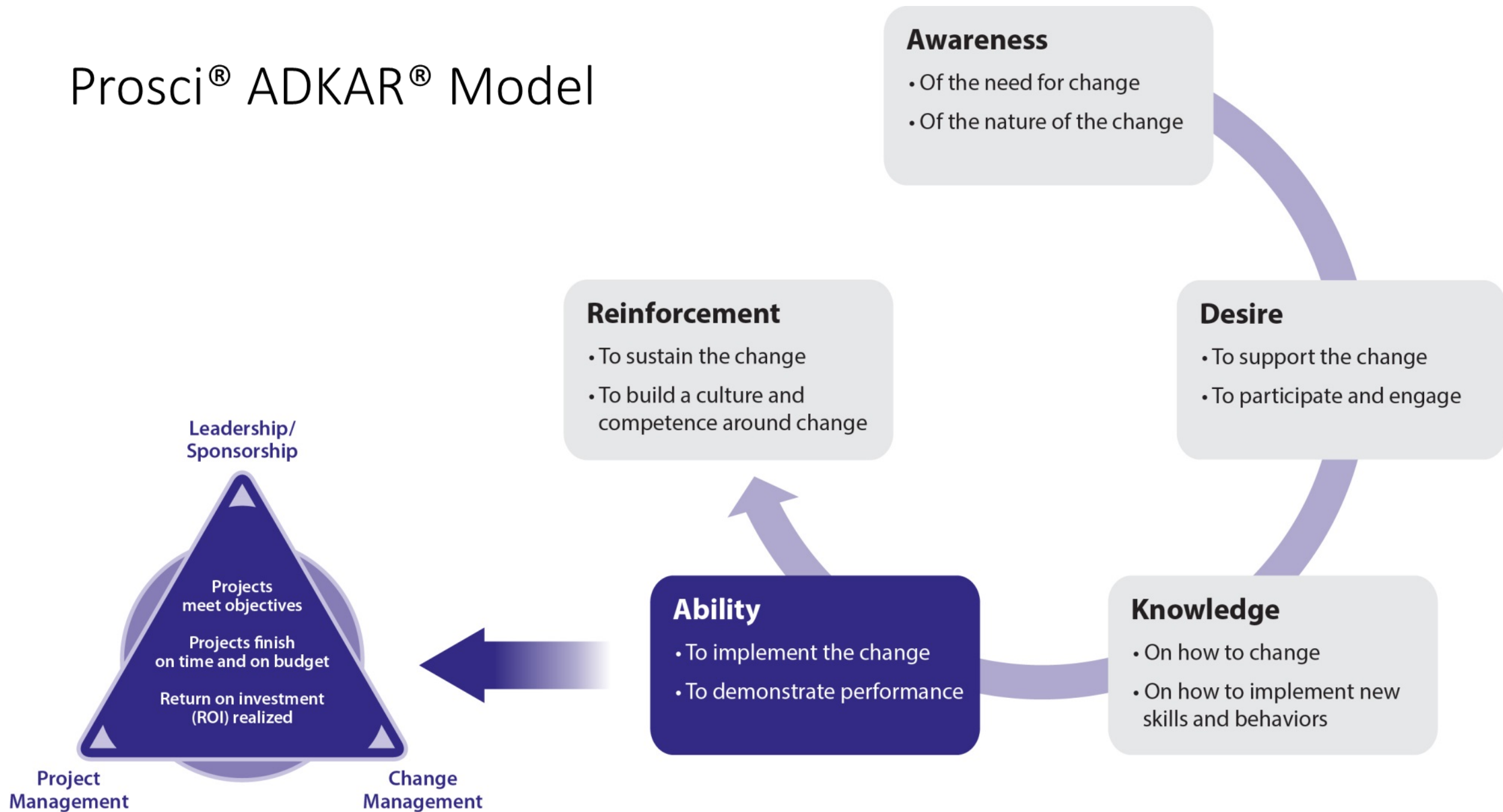
Stress relief

- Find ways of inserting humor and some level of intimacy into team interactions, just as we do when we are in the office.
- Identify 3-4 people you would be regularly be emotionally supporting and/or socializing with, and connect with them each week. Help each other keep connected.
- Schedule breaks tangibly in your Outlook, at a minimum, a hard break for lunch. It is too easy to just keep working.

Managing a virtual team

- Meet with each team member, if possible, every week.
- Include social and emotional check-ins as part of the conversations, as well as outlining specific work focus and outcomes for the week.
- Overtly, clearly communicate (oral, written) accountabilities/timetables for expected work.

Prosci® ADKAR® Model





Polling question

Contact us



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