“Uncertainty is the only certainty there is, and knowing how to live with insecurity is the only security.”
~John Allen Paulos

“We cannot always predict when change will happen, but we can be better equipped to deal with it when it does.”

1. **Fact** - The brutal fact is that about 70% of all change initiatives fail.
2. There’s a mismatch between the pace of change in the external environment and the fastest possible pace of change at most organizations.

- No industry or organization is unaffected by change -

Change is the new, constant reality of any workplace. And if it’s not, *it ought to be*, because the riskiest thing any businesses can do in the new, uncertain world order, is to not change.

- **Major areas of life change**
  - Career
  - Financial
  - Physical
  - Family
  - Personal Development
  - Social/Relationships
  - Loss

**Workplace Change Defined**
- Any alteration in the current work environment, in the way things are perceived, how they are organized, processed, created or maintained.

**Types of Work-Centered Change:**
- Strategic change
Mission or strategy of how you do business
  • Structural change
    o Teams, departments, downsizing
  • Process-oriented
    o New technology, procedures
  • People Centered
    o Retirements, new hires, generations

Change Can Mean:
• Giving up something
• Detaching from the familiar
• Temporarily being stuck
• Dealing with losses
• Letting go of the past
• Sadness, fear, depression
• Excitement
• New opportunities
• Reduced anxiety
• New direction

Characteristics of Transition
• Insecurity
• Feelings of loss
• Low stability, perceived inconsistency
• High emotional stress
• Undirected energy
• Control becomes a major issue
• Value past patterns of behavior
• Conflict can increase

Embrace it.....
It takes a lot of courage to release the familiar and seemingly secure, to embrace the new. But there is no real security in what is no longer meaningful. There is more security in the adventurous and exciting, for in movement there is life, and in change there is power.

- Alan Cohen
Change Options
• Just Cope with it
• Adapt to it
• Exploit change
• Run/Hide from it
• Embrace it

Handling Change
• As management:
  o You set the tone
  o Role shift: Director ➔ Empowerer
  o Changing mind sets – Cognitive Dissonance
    ▪ The state of having inconsistent thoughts, beliefs, or attitudes, especially as relating to behavioral decisions and attitude change.
    ▪ Employees will alter their mind-sets only if they see the point of the change and agree with it.
    ▪ If people believe in its overall purpose, they will be happy to change their individual behavior to serve that purpose.
    ▪ Need consistent role models and needed skills.
  o MBWA
  o Refrain from blaming

“The truth is that our finest moments are most likely to occur when we are feeling deeply uncomfortable, unhappy, or unfulfilled. For it is only in such moments, propelled by our discomfort, that we are likely to step out of our ruts and start searching for different ways or truer answers.” - M. Scott Peck
  o List the pros and cons before and against
  o Start with identification
    ▪ Knowing your associates and what makes them motivated to do their best.
  o Honestly and transparency
  o Set meaningful milestones
  o Welcome employee feedback

Change Management Mistakes
• Developing a clear communication plan
• Ignoring the root causes of employee resistance
• Resistance to Change
  o Loss of control
  o Excess uncertainty
  o It comes as a surprise
    - We are creatures of habit
  o Loss of face
  o Concerns about competence
    - Can I do it?
  o More work
  o Ripple effect
• Dictating change, rather than educating people
  o Why?
• Expecting immediate acceptance of change
• The Change Process
  o Ending
    – Shock, Denial
  o Transition and Adjustment
    – Suffering, Passive Acceptance, Exploration
  o Acceptance
    – New Beginnings: Challenge & Commitment
• Not helping others envision the possibilities
  o Common path

Building Resiliency

“When we are no longer able to change a situation, we are challenged to change ourselves.”
~Victor Frankl

• Building resiliency
  o Stress Hardy Personality.
    - Having a strong Commitment
      • Sources of significance
    - Having a sense of Control
    - Seeing Change as a Challenge
    - Participating in Creative activities
    - Having a strong Support network
Promoting Positivity

- Provide bursts of happiness
- Develop an attitude of gratitude
  - 3 good things
  - Hunt the good
- Optimism
- Developing resilience
  - Surround yourself with people who persevere
- Find your purpose – ikigai
  - Find your cause
- Quick Tips
  - Choose your day
  - You Tube Break
  - Breathe
  - Find something to look forward to
  - Remember your role
    - Educate your community

Run wild!

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