



Managing Change: An Employee Perspective

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Learning Objectives

Participants will be able to identify:

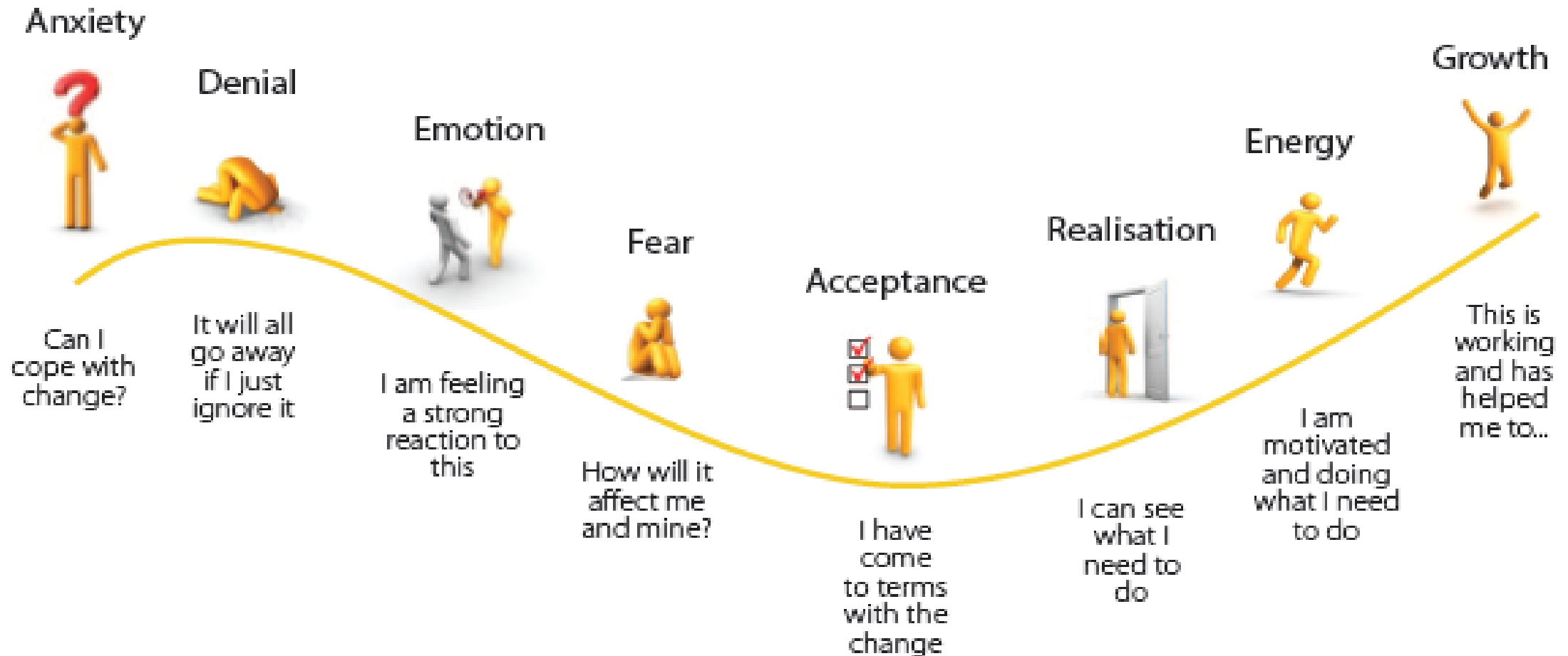
1. Emotional responses to change.
2. The change journey.
3. Their personal response to change.
4. Factors that will help them manage change in their lives.
5. Elements that will help them build Resilience

Exercise # 1

1. Form groups of four or five.
2. Gather around a flip chart.
3. Draw a picture that shows your thoughts regarding change.
4. What does the picture say about your attitude or thoughts regarding change?

Change Curve

Emotional Response to Change



Exercise # 2

1. Form small groups.
2. Describe a change that happened at work.
3. Describe your initial response using the change curve.
4. Describe your feelings one year later using the same curve.
5. What positive steps will you take to manage your emotions in the future?
6. Switch roles and repeat the process.

Change Curve - *Emotional Response to Change*

Shock & Denial

Frustration

Acceptance

Realization/Experiment

Energy & Growth

Creative Alignment

Maximize Communication

Spark Motivation

Develop Capability

Share Knowledge

- Powerless, sad, angry, uncertainty
- Normal to have grieving period
- Find coping mechanisms

- Reality sets in
- Resistance or passive acceptance
- Some may begin to internalize change & communicate feelings
- Seek out support from family and friends
- Leverage supports available to you offered by your employer

- Identify opportunities where you can influence/impact
- **Invest in wellness and mindfulness for energy and overall health**
- Be grateful for what's positive in your life.
- Create your own roadmap based on what you would want to see/have

- **Seek out a better understanding of the change and your ability to influence outcomes**
- **Speak up! Offer recommendations/ideas to improve situation (creates positivity)**
- What do you need to be able to live/work your new world? How can you achieve them (passive to active intervention)?

- **Acceptance of new state is realized**
- **Opportunity to exercise judgement and make decisions consistent with the new state**
- Equipped with tools and strategies to function with change
- Share experience/learnings with others now that you feel more confident
- This leads to integration of person with change.

Change Curve

How Do I Respond? How can I improve my response?



Resilience

A Definition: The ability to deal with adversity; to bounce back during hard times and deal with life's challenges in a healthy manner. Ideas for Building Resilience:

- Keep things in perspective (Don't sweat the small stuff).
- Take on step at a time.
- Acknowledge small gains.
- Don't be afraid to ask for support.
- Keep a sense of humour.
- Build strong friendships.
- Take care of yourself.
- Give back to your family, friends and the community.
- Spend time with people who have a passion for life.
- Ensure you give energy and receive energy from those with whom you work.

Exercise # 3

- Form small groups.
- Describe a current change that you find challenging.
- Based on the ideas found on the Change Curve and Resilience identify action you can take to manage this change better.

Managing Change – Exercise # 4

- Changes occur every day in your life.
- What will you do to develop a positive attitude regarding change?
- What will you do to build your resilience?
- How can you use your new knowledge of building resilience to manage your emotional reaction to failures?

MANAGING CHANGE: AN EMPLOYEE PERSPECTIVE

Change is part of life.

I will embrace it.

I will be happier at work and home because of my new attitude.



Thank you!

Q&A

