



Secrets of Change Management: A One Day Primer

Change is the introduction of something that moves us outside of our comfort zone. Depending on your point of view, change can be for the better (a new desk at work that fits you perfectly) or the worse (having no drawers in which to store your supplies).

The adjustment period to change depends on the individual. It is easiest for those who can “flex” their approach in different circumstances at life and work, but can be devastating for people who are unable to let go. Change can be awkward at first, but like being propelled into a steep turn on a rollercoaster, it can also be exhilarating. It can motivate you to do your absolute best. During change, time can be very slow for the reluctant, and a whirlwind for anyone who is ready for it.

Change is needed if we are unhappy with where we are or when old practices/processes no longer work. It can be like putting a new sweater on over your head – for a moment you cannot see, but you know you will feel warm and comfortable once you get your head out of the neck hole.

Ways of Looking at Change

- What is Change?
- The Bridges Change Model
- The Conner Change Model
- The Janssen Change Model
- Six Reactions to Change

Making the Change

- Identifying the Need for Change
- Identifying the Cost and Benefit
- Setting the Vision and Goal
- Responding to Change
- Creating a Strategy
- Implementing the Strategy

Making Change Easier

- Planning for Change
- Preparing a Schedule
- Communication Skills
- Communicating the Change
- Empowering Employees

Coping with Change

- Building Resiliency
- Acknowledging Reactions
- Dealing with Emotions
- Identifying Adjustments
- Managing Negative Stress
- Stress Management Techniques
- Stress Management through Positive Self-Talk
- Positive Self-Talk: Coping Statements

Maintaining a Sense of Control

- Understanding Change
- Exploring Your Options
- Examining the Reality
- Following the Change
- Your Behavior is Your Choice