Managing Change

Presented by:

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Objectives

- Discuss the impact that the stress of change can have on the health & productivity of individuals & teams
- Gain a better understanding of the transitional stages employees experience during times of change
- Share strategies to help us better cope with change
- Provide suggestions for successfully making the transition to teleworking
Part 1 – The Impact of Change on Individuals

“The only thing constant is change.”
Levels of Stress & Change in 2018...

...More Than Ever

The Facts

- The pace of life, amount of change, new technology, etc.
- Other stress & changes we face
- The impact on our health, relationships & productivity
Health Conditions...

...Associated with Large Amounts of Stress & Change

**Emotional Effects:**
- anxiety
- aggression
- apathy
- boredom
- depression
- fatigue
- frustration
- guilt
- shame
- irritability
- bad temper
- moodiness
- low self-esteem
- threat
- tension
- nervousness
- loneliness
- inability to make decisions and concentrate
- frequent forgetfulness
- hypersensitivity to criticism and mental blocks

**Health Effects:**
- asthma
- chest and back pains
- coronary heart disease
- diarrhea
- faintness
- dizziness
- headaches and migraine
- neuroses
- nightmares
- insomnia
- psychoses
- hypertension
- psychosomatic disorder
- diabetes mellitus
- skin rash
- ulcers
- loss of sexual interest and weakness
Less ability to use good interpersonal skills (patience, listening, etc.)

More conflict in personal & professional relationships

A tendency to avoid others, isolate ourselves, etc.

Morale problems & negativity at work
Productivity Issues...

...that Occur During Times of Stress & Change

- More sick time, missed deadlines, etc.
- Concentration problems, less creativity, etc.
- Reduced energy levels & less enthusiasm/motivation
- Lower overall engagement & productivity
“Change is the most difficult thing for a human being to adjust to.”
Types of Change

- Chosen changes
  - positive choices, choices that didn’t work out well, etc.

- Naturally occurring changes
  - aging, retirement, etc.

- Sudden changes
  - health problems, accidents, etc.

- Imposed changes
  - new programs, downsizing, etc.
Why we resist change:

- Fear of the unknown
- Perceived risk of loss in the new situation (security, status, relationships, trust, skill/competence, etc.)
- Lack of control over the circumstances
- Loss of a comfortable structure
- Emotional distress (anxiety, frustration, grief, etc.)
Emotional phases experienced by individuals

- Shock/Immobilization – mental & emotional paralysis
- Denial – refuse to believe, or act like it’s not happening
- Anger – this isn’t fair, it’s their fault, etc.
- Bargaining/Negotiation – try to control the process, etc.
- Depression – feel sad, hopeless, etc.
- Exploration – begin to explore the new reality
- Acceptance – start to buy in, and accept that things will be OK
Additional Tips for Coping with Change

- Anticipate change – it’s a part of life
- Expect some discomfort during the transition from the old to the new
- Minimize your resistance to the change, and adapt to the new within a reasonable period of time
- Adjust your prospective – learn to see the positive aspects of the new situation
“People who have opportunities to telecommute and otherwise take advantage of flexible work options are getting things done”
Making the Transition to Teleworking

- It’s an opportunity to increase personal productivity
  - Stanford study: productivity increases by 20%

- Eliminates time commuting to/from work
  - the average employee saves an hour per day

- Potentially provides better work–life balance
  - typically allows greater flexibility to run errands, assist family members, etc.
Other Benefits of Teleworking

- Reduces personal stress
  - Boston College study: stress/burnout lowest for people with flexible work options like teleworking

- It enhances mood and creativity
  - evidence suggests that working at home makes people happier and more creative

- Fewer co-worker distractions
  - can enable better focus & concentration
Challenges of Teleworking

• Establishing a good work space & managing logistics
• The need for self-discipline
• Dealing with distractions at home
• Adjusting to being more isolated
Resources

- Transitions: Making Sense of Life's Change by William Bridges
- Who Moved My Cheese by Spencer Johnson, M.D.
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