Responding to Change
Dealing with Normal Thoughts & Feelings
During Workplace Change

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Change is...?
What are your thoughts about change?
Using your text tool, jot down a word or two inside the box below that describe your experiences with change.

Overview:
Objectives
1. Recognize some unavoidable realities of change.
2. Understand common change response patterns.
3. Identify your own responses to change.
4. Create an action plan for dealing with upcoming work changes.

Agenda
- Some “Inconvenient Truths”
- Common Emotional Responses
- Action Planning

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Some “inconvenient truths”:

- Change is disruptive.
- Change is unfair.
- Change is inevitable.
- People respond differently to change.

Change Response: Individual Variations

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<thead>
<tr>
<th>Likes predictability &amp; schedules</th>
<th>Cautiously optimistic until...</th>
<th>Likes variety &amp; spontaneity</th>
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In times of change:
- Skeptical
- Reluctant
- Risk-averse

In times of stability:
- Steady
- Systematic
- Reliable

In times of stability:
- Positive
- Flexible
- Risk-seeking

In times of stability:
- Fragmented
- Flaky
- Unreliable

Responses to Change: The Pessimism Curve

Self-Assessment:
- Where are you in the journey?
- Does this model reflect your own experiences?
Emotional Response

Passive

Denial

Immobilization

Active

Anger

Bargaining

Acceptance

Depression

Testing

Time

Adapted from Conner (1993), p. 133.

Self-Assessment:
- Are you experiencing loss related to the upcoming changes?
- If so, can you locate yourself on the loss curve?

Responses to Change: Review

- Normal
- "Predictable"
- Organic—Rarely logical or linear
- Rate varies by individual
- Everyone begins at the beginning

Taking Stock

What do you expect to LOSE?  What do you expect to GAIN?
**Action Planning: Ideas for taking care of yourself**

1. Give your body what it needs to manage stress.
   - Nutrition
   - Water
   - Rest
   - Exercise
2. Obtain accurate information: [http://porterdrive.stanford.edu](http://porterdrive.stanford.edu)
3. Ask for what you need: information, help, training, etc.
4. Take your losses seriously—allow yourself to grieve.
5. Tell the truth—to yourself, to your coworkers, to your boss

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**Making a Personal Action Plan**

1. What is your primary feeling, concern, or question?
2. What actions have helped you deal with changes in the past? Could any of these be helpful for dealing with this concern or feeling?
3. What are three steps you can take in the next two weeks to help yourself move forward more effectively?
   - #1--
   - #2--
   - #3--

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**Scenario Planning: Dealing with uncertainty**

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<tr>
<th>What if...? (List anything you fear might happen)</th>
<th>Then I will... (Write down the actions you could take)</th>
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“Worry is a misuse of the imagination.”

Dan Zadra
Additional Resources

- General information about the move(s):
  - http://porterdrive.stanford.edu
- Town Hall Meetings:
  - May 09: 2:50-4:00pm (location TBD) [presentation begins at 3:00]
  - May 12: 9:50-11:00am, Turing Auditorium [presentation begins at 10:00]
- Links to Change webinars:
  - http://porterdrive.stanford.edu/here_there/embracing_change.html
- Stanford Help Center:
  - 650-723-4577
  - helpcenter@lists.stanford.edu
- Parking & Transportation Services:
  - commuteclub@stanford.edu

“We can’t direct the wind, but we can adjust the sails.”

Bertha Calloway

Good luck!