

MANAGER'S TOOLKIT

Dealing with change

Regardless of age, gender, race or nationality, we all share something in common: a need to find our way and succeed in changing times. Each person interprets events based on available information and his or her background of experience, wants, needs, fears, hopes, prejudices and beliefs.

The certainty of misery is better than the misery of uncertainty.

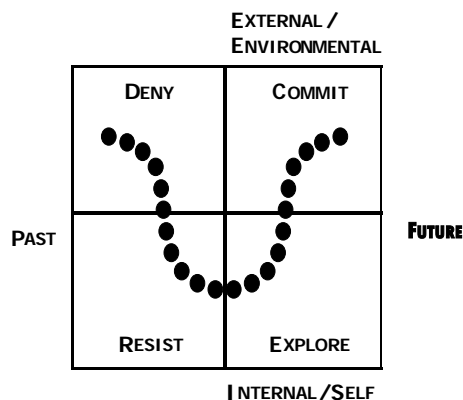
-Pogo comic strip

Change model

Each phase of the model contains signs.

We need to recognize the signs of change and stress as time passes. Typical statements you hear people share during these times are:

- “How good things were in the past.”
- “They don’t really mean it.”
- “It can’t happen here.”
- “What’s going to happen to me?”
- “Where I am headed.”



Controlling change

Identify your:

GIVENS

~ Aspects of the change I (we) have no control over.

NEGOTIABLES

~ Aspects of the change that I (we) can influence or discuss with our group.

CONTROLLABLES

~ Aspects of the change that I (we) can control.

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Basic mistakes

You might want to avoid dealing with stress in the following ways:



- Expect somebody else to reduce your stress.
- Decide not to change.
- Act like a victim.
- Shoot for a low-stress work setting
- Choose your own pace of change.
- Fail to abandon the expendable.
- Be afraid of the future.
- Psychologically unplug from your job.
- Try to eliminate uncertainty and instability.
- Assume “caring management” should keep you comfortable.