

THE CHANGE PROJECT

Empowering others to thrive in times of change



RESILIENCE

Psychologists define resilience as the process of adapting well in the face of adversity, trauma, tragedy, threats, or significant sources of stress—such as family and relationship problems, serious health problems, or workplace and financial stressors. As much as resilience involves “bouncing back” from these difficult experiences, it can also involve profound personal growth.

Source American Psychological Association apa.org

Building resilience comes from past experience of difficult, stressful or traumatic events.

“It is not the strongest of the species who survive, nor the most intelligent, but those who are most adaptive to change.”

CHARLES DARWIN

CREATING COPING MECHANISMS

Healthy Thoughts:

- Accept Change
 - Visualise a positive future
 - Take strength from past
-

Purpose and Meaning:

- Positive action
 - Acts of kindness
 - Small achievable goals
 - Future focus
-

Community:

- Connect with others
 - Virtual coffee/social
-

Body and Mind:

- Exercise
- Eating well
- Mindfulness/meditation

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BUILDING CERTAINTY

It refers to epistemic situations involving imperfect or unknown information. It applies to predictions of future events, to physical measurements that are already made, or to the unknown.

It's the state of being uncertain.

From Wikipedia, the free encyclopaedia

‘Your reality is as you perceive it to be. So, it is true, that by altering this perception we can alter our reality.’

WILLIAM
CONSTANTINE

HOW DO WE REACT?

- A sense of uncertainty about the future generates a strong threat or 'alert' response in your brain
- Your ability to focus on other issues diminishes
- Research has found that people vary in their ability to tolerate uncertainty

WHAT CAN WE DO?

- Reflect on the past - increase self-awareness
- Self-compassion - be kind to yourself
- Practice acceptance - acknowledge that everything is or can be temporary
- Practice self-care - mind, body, and soul
- Stay in the present - it's the here and the now
- Plan for the future - give yourself a direction of travel

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PERSONAL CHANGE FATIGUE

Change fatigue is a condition characterised by lingering mental and physical tiredness associated with organisational change. The sufferer feels neither excitement nor optimism about the change. Change fatigue is increasingly prevalent and it's a cause of much unhappiness, unnecessary stress and productivity loss.

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“The amount of change that the average employee can absorb without becoming fatigued is half what it was last year,” **said Jessica Knight, Vice President, Gartner**

“Our fatigue is often caused not by work, but by worry, frustration and resentment.”

DALE CARNEGIE

WHAT CAN WE DO AS INDIVIDUALS?

- Understand the change - what and why the change is taking place ..ask questions of your leaders, engage with communication events, feedback sessions
- Challenge when the change feels unplanned or disorganised
- Understand any resistance to the change you have and why ..this will help to reduce your resistance
- Take your personal wellbeing seriously and understand your personal triggers and build wellness plans
- Collaborate - Work as a team. Build support networks so others can identify your triggers when you are not able

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ORGANISATION CHANGE FATIGUE

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‘The secret of change is to focus all of your energy on not fighting the past but building the new’

SOCRATES

WHAT CAN WE DO TO SUPPORT OUR TEAMS?

Trust and Team Cohesion significantly increase our ability to absorb change.

Employees who report high trust have an average capacity for change that is 2.6 times greater than those with low trust.

Team cohesion this is the extent to which a team shares a sense of belonging along with commitment to, and accountability for, a common goal. Employees with strong team cohesion have a capacity for change 1.8 times greater than the capacity of those with low team cohesion.

So what can we do to support our employees?

- Create a high level view of the change
- Prioritise the change
- Manage stress & build resilience
- Communicate the vision and the roadmap
- Teach techniques for managing stress & building resilience
- Review the change roadmap

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SPEED OF CHANGE

In the 'new normal' world we have seen change like never before - businesses and organisations have had to adapt and innovate at such pace.

We have seen some brilliant examples of how organisations have thrived over the last 12 months, whilst others have struggled to change their business model, which has had a significant impact on their businesses success and also the wellbeing of their workforce.

"The pace of change means that relationship is more important than ever before."

DAVE MCLAUGHLIN

WHAT CAN WE DO TO HELP OURSELVES?

- Understand yourself and your personal reaction to change _ this will help you to manage yourself through change
- Ask questions, be curious to understand what the new world is like so you can take control
- Train your brain to absorb new things quickly but doing new things ..take yourself out of your comfort zone regularly so change is a positive not a negative
- Use your support network, work colleagues, leaders, family and friends - all will have a different opinion to you, so share and listen
- Don't get attached to new ideas, as these may change also
- Try and be flexible and adaptable

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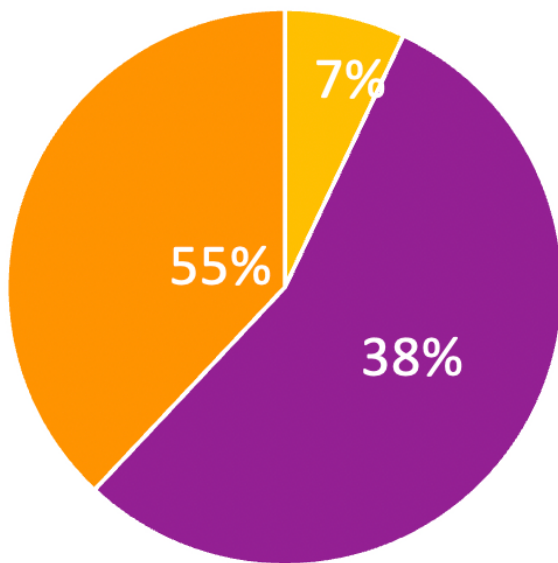
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COMMUNICATION

- The passing and understanding of information
- Communication is defined as a process by which we assign and convey meaning to create shared understanding

How we Communicate:



■ Verbal ■ Body Language ■ Tone

"To effectively communicate, we must realise that we are all different in the way we perceive the world and use this understanding as a guide to our communication with others."

TONY ROBBINS

CHANGE CAN MAKE COMMUNICATION HARDER

- We are distracted when we experience change
- We may be feeling heightened emotions
- It can be harder to focus on what is being said
- Virtual meetings

WHAT CAN WE DO?

- Be clear about your message
- Understand your audience
- Repeat your communication
- Verbal, written, virtual platforms