

Mastering Change

A Lean Transformation Workshop

Participant Guide



new  era
STAFFING & HR SOLUTIONS

Contents

Welcome	1
Learning Objectives.....	2
Agenda	3
Introduction to Change	4 - 5
What is Change?	6 - 10
Resisting Change	11 - 13
Seven Tools for Mastering Change.....	14
Tool #1/ Modify Your Attitude	15
The A-B-C-D Technique	16



Why a Mastering Change program?

- Change is inevitable. The workforce that gets “good at change” will have a greater chance of success than a workforce that falls “prey” to change. This is our reality.
- This workshop will help prepare you for being a role model for positive change and how to lead others through the necessary changes.
- We hope that you will find this information useful in your personal life as well, and that you will take every opportunity to share your insights and key “moments of truth” with your family, friends, and co-workers.
- The only thing that is consistent in our world is the fact that things continue to change faster each day.



The Program

After completing this program, participants will be able to:

- Learn to be a master of change.
- Learn how to avoid being a victim.
- Learn how to help others to be more functional with change



The Plan

- Introduction
- What is “Change”
- Resistance to Change
- Seven Tools for Mastering Change
- Leading Change
- My Change Plan



What is CHANGE?



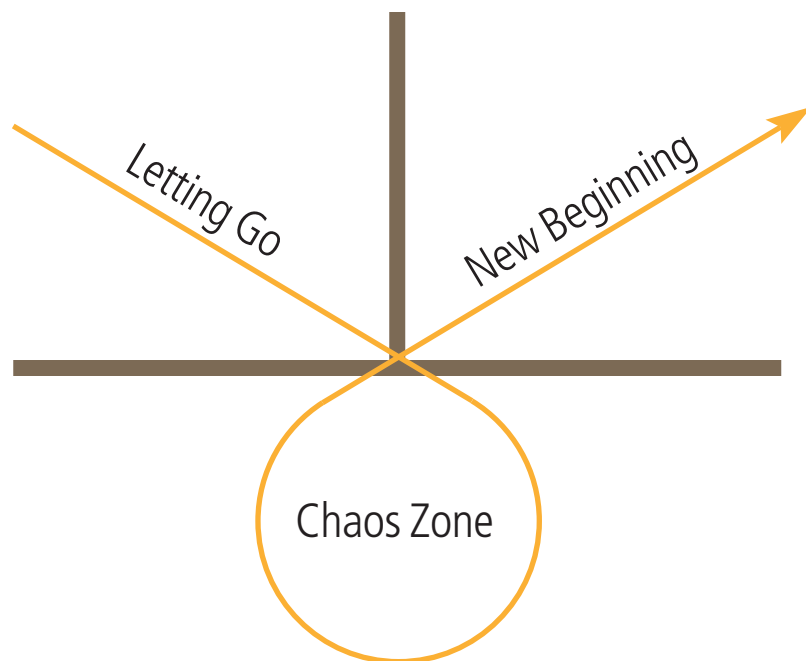
Points to Remember

- Most think that change is the beginning of something new
- Few think of change as the end of something known
- Change requires doing something different
 1. Letting Go
 2. Dealing with the Chaos Zone
 3. Making a New Beginning
- Successful change requires seeing the 3 steps of transition



Successful Change Requires Seeing the Three Steps of Change

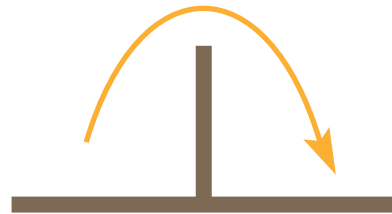
Psychology of Change



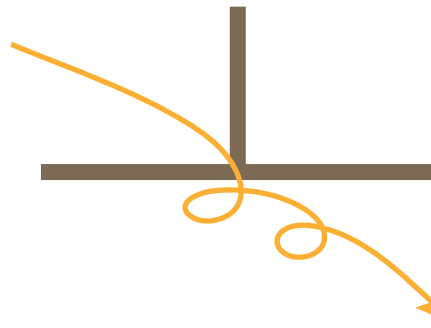
Don't Be Fooled



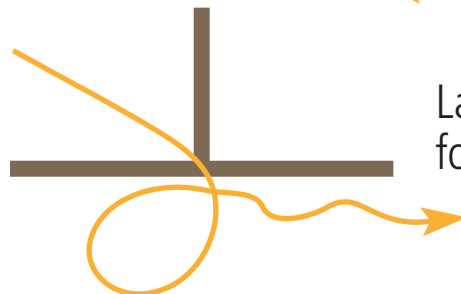
Can't let go of the old



Wants to just get on with it



Lost in the Chaos



Lacks commitment for the new ways

People won't just "get over it" without some leadership and guidance.



Signs of Poorly Managed Transition

- Self Absorption
- Anxiety
- Resentment
- Guilt
- Stress

Have You Seen Any of These Symptoms?

Have You Experienced Any of These Symptoms?



Giving Something Up May Evoke the "Grieving Process"

Grieving Process

- Denial: "it wont happen to me"
- Anger: "who decided to do this, I'll show them"
- Bargaining: "give me one more chance"
- Anxiety: "I'll bet they are talking about me"
- Disorientation: "I can't concentrate"
- Depression: "what's the use?"
- Acceptance: "OK, where do we go from here"



The Ten C's for Success

- 1. Change** See it as an opportunity to be capitalized upon, not as an obstacle to be overcome.
- 2. Challenge** See it as a signal for learning, not "survival behavior".
- 3. Communication** Begin with listening, not speaking.
- 4. Control** Having things in rhythm, not in place.
- 5. Chaos** Natural energy, not disorder.
- 6. Creativity** What naturally happens when "people start from scratch" in a collaborative way, not a approach or a technique.
- 7. Confidence** Knowing that you can deal with the unknown, not that everything is known.
- 8. Commitment** Loyalty to common interests as described by Leadership.
- 9. Choice** Finding meaning in and taking part in what is happening, not wishing for what isn't going to happen and acting as though it were.
- 10. Career** A journey and not a trip (a trip becomes a journey once you have missed your plane!).



Leaders Bring About and Encourage Change.

VS.

Managers Implement and Execute Change.

The Change Express is Coming Right at You!

- Step aside
- Get run over by it
- Jump on board

“A Bend in the Road Does Not Mean the End of the Road, Unless You Don’t Bend With It!”



Staying With that Which is Familiar

- Is comfortable
- This will pass
- Even when the known is painful people stay with it

Giving Up Something

- The greater the perceived loss the more resistance
- If you are overly concerned with uncertainty and ambiguity you will balk at change

Revenge

- To pay people back
- "Sandbagging"

Company is Making a Big Mistake

- Well intended
- Is taking a courageous stand
- Lacks the power to influence
- Ultimately viewed as unproductive resistance



How People Will View Themselves When Things are Different

- The biggest reason for resistance
- Contingent self-esteem
- Error results in less self-esteem
- “I used to know how to ...”
- The unknown breeds insecurity



How To Master Change

1. Modify Your Attitude
2. Be Proactive
3. Be Disciplined and Decisive
4. Be Solution Oriented
5. Separate Ego from Behavior
6. Be Future Focused
7. Stay Flexible and Open-Minded



Attitude

- The little difference between people is attitude. And the big difference is whether it's positive or negative.

Don't Should on Yourself or on Others

- Start with what is real and then go forward.
- In between stimulus and response is choice.
- We are all products of our choices.
- If you don't like the way you are feeling, change the way you are thinking.

Self-Talk

- People and things are not in themselves upsetting. Rather it's what we tell ourselves about those people and things which upsets us.

Self-Talk is Constant

- We don't tune into it enough.
- Our thoughts are triggering emotional reactions.



Anatomy of a Response

"A" action

- All actions are neutral

"B" belief

- Our thought and beliefs about the action

"C" consequences

- How we feel/act as a result of our thinking
- Example: feeling upset, discouraged, angry (see list of feeling words)
- Actions: withdrawing or lashing out

"D" dispute of the thought

- We can choose from the list and select an alternate target
- Example: Hopeful
- Action: Shake their hand

