



**HEY,
THAT'S NOT FAIR
(Managing Change)**

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Change

“The only thing that’s permanent is change”.

Johnny Rivers
Cellar Door
Washington, D.C.
Summer 1971

Think of all the change in our life in the last 25 years-

- Internet
- Microwaves
- ESPN
- Cell Phones
- IPODS
- Palm Pilots
- Phone Mail
- Personal Computers
- Hybrid Cars
- e-mail
- Satellite TV's
- e-bay
- C.D.'s



**What ever happened to
the typewriter?**

Word Processor?

8 Tracks?

Most change, whether we like it or not is for the best-

Bad change- 911 Aftermath

- Living in a world with terrorism

Humans are creatures of habit!

- **85% of participants in meetings or classes will sit in same seat as their first meeting class.**

85%

Change



- Change creates uncertainty
- Uncertainty breeds anxiety
- The outcome of change is unknown
- The outcome of routine can be predicted

We exist within Contradiction

- We need stability/security
- On the other hand, we can become stagnant, complacent and uncreative

Change & the Workplace

- “The number one factor in longevity is job satisfaction”
- So....dealing constructively with change can add years to your life!



Five kinds of change:

1. Straightforward change, like changing your car or changing your hairstyle.
2. Changing something you already do and relearning a new way, like changing your golf swing.
3. Changing something that obviously needs changing, but you either don't want to or you can't see how it could be done. This usually involves a habit- smoking- You know you shouldn't, but you can't seem to stop.

Five kinds of changes:

- 4. Changing something you absolutely, positively know you can't change.. This kind of change is about beliefs.
- 5. Change that's imposed upon you, and over which you have no control.



The 5TH Type



- The fifth type, imposed change, can often feel like suffering. If we have no say we feel like it is being done to us. We feel cheated or hoodwinked.
- When change is imposed or is against our beliefs, we can easily feel disempowered.

How do we
react to change?



Denial

- When things change, our first and normal reaction is to deny it; denial is a coping mechanism. We approach change with the attitude that if we ignore change, and wait long enough, it will go away and things will get back to normal.

Bargaining & Negotiating

- When we perceive that the —change— won't go away, we still believe that things worked better before. We try to bargain for reinstating the old system. We campaign for a return to the “good old days”.

Those Good Old Days!!

Anger

- Reality steps in and we realize that change is here to stay. Faced with this fact, and that we can do nothing about it, we get angry.
- Anger comes in many forms and can be directed at those responsible for the change, at those closest to us, and at ourselves.
- There is no logic to anger. We're just angry-angry at the world for making us do something we don't want to do.

Acceptance
or
Resistance

Your Choice!!

What can we do when change is imposed?

- Accept- The hard truth is that change is constant, and is here to stay. Since it is an ongoing process we have to look at the past. Think of a time when you were successful in dealing with change. What happened? How did you grow and meet the demands of your changing environment? If you did it before, can't you do it again? It all starts with the first step-

Acceptance

When change is imposed-

- Communicate- Don't be afraid to share your feelings. Talk to your friends and associates. Chances are they have been through similar situations and felt the same way. Take time to gather information. Talking things through helps allay your fears.



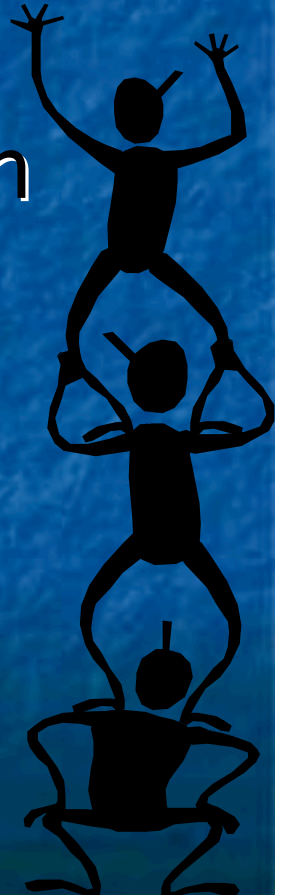
When change is imposed-

- Embrace- Managing change starts with new goals and a well-designed plan. You know where you are and where you want to be; now decide how you are going to get there. Clarify goals and expectations. Get feedback from others. How can I be creative? How can I fit in? See the change as a challenge.



Tips for Coping with Change

- Accept and embrace the challenge “How can I contribute to a positive outcome?”
- Life isn't always fair- Where's your written guarantee?
- Don't jump to conclusions.
- Resist negativity or peer pressure to be negative.



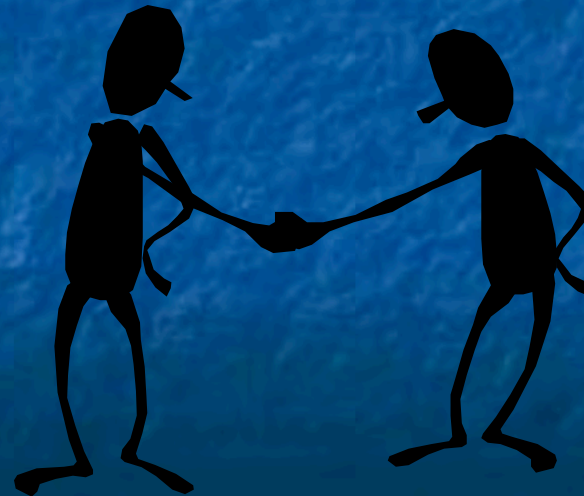
Tips

- If the change is very negative, explore other options.
- Don't act on impulse.
- Forget- "We've always done it this way".
- Diversify your sense of identity.



Tips

- Develop supportive relationships at work and home. People with friends they can rely on during stressful times experience fewer negative effects of the stress.





Tips



- Be open and flexible. Knowing that change can happen at any time helps you accept and adjust. Most people are eager to settle into comfortable routines. Realize that your present routine may only be temporary.
- Keep your "sunny side" up. A positive attitude helps you feel good about yourself, goes a long way toward improving your health and helps you deal with change.

Tips



- Accept what you cannot control.
- Establish a sense of control over what you can control!
- Resist the urge to be adversarial to authority!