

Welcome to positively maneuvering change in the workplace, I am Melanie Ordonez I am your moderator along with my colleague Jeannie Kuehler, our speaker Dixie Hoyt, worked for Magellan Healthcare for more than 13 years, working in substance-abuse settings, has taught sociology, and local colleges in universities.

Now it's my pleasure to turn it over to Dixie.

Welcome to our webinar today, I look forward to giving you some information today that is hopefully helpful as we navigate change not only in the work place but throughout our lives. We will certainly focus on change in the work place. During this webinar. I hope to provide information to help in navigating change and other aspects of your life.

I ask for tolerance while I experience allergies today. The types of change that we will learn why it's important, and learn to manage our own emotions during a change event, or times in the environment. We will also look at methods of self-care. Learning methods and how to adapt change. Before the change happens, or before we are in a change event.

I would like to begin today by asking you to reflect on the concept or on a word here. I will ask you to reflect on the term, change. Went I save the -- When I say the word change, what are your immediate thoughts and feelings? As some of these responses are coming up, I would like to read them to you pick up and I understand you are unable to see some of these, I will read them to you. Some of these responses are coming up challenge, opportunity, fresh, anxiety, all in caps, adjustments, what else? I'm going through, -- The unknown, different, it's interesting just one word change. And just one concept. We certainly have a lot of responses and a lot of different responses, metamorphosis, transition, new rules. Some of these responses.

What if I were to say the term workplace change? What are some of the responses to that phrase? I will read some of them as they come up. Work to do's, stress, culture, headache, again resistance, more work, learning curve, planning needed, adopt, adapt. Again, very different responses to one phrase. Workplace change. All right when we look at change, we see it is very personal, you can hear from the responses that we received change is very personal. Our response to different changes are very personal. Certainly these immediate responses and feelings, these reactions are dependent upon our personal history with change, if we have experienced positive change in outcomes, change events, then our responsive, they tend to be more positive, if we experience negative outcomes from change events, then our thoughts and feelings they tend to be negative, there is no one way to adapt to change, we all experience change differently, and the feelings on change can range from what will happen to me? What is going to change in my life? What will I lose? Some people I noted, are looking for positive things. For growth. What will I gain out of this? What will I learn from this? As we look through the presentation, and go through the presentation to know, change and our reaction to changes very personal. All change produces stress, even positive change produces stress. To note, the level of change, this is on a scale too, certainly not all change is catastrophic, there is also some changes that would be eye

rolling events, that would be just frustrating. Not all change is catastrophic, and not a reaction not all reactions are catastrophic, they are on a scale. We look at types of change. It can be sudden, planned or incremental. Sudden change is the most stressful type of change. I think a change, a sudden change, potentially catastrophic. Unexpected. There is no previous knowledge to the change. These could be in the workplace, such changes as a company shutting down, positions being eliminated. And an example of this type of study in catastrophic change, would be when an employee shows up at the job and the door is literally locked with a note on the door. Suddenly that would be catastrophic. Suddenly very stressful. Changes can also be planned. The final outcome of the change may be the same. If you look possibly closing of the business, or a closing of a plant. Maybe that is a final outcome.

But the

plan change, and the difference is that you are notified, you are given time to adapt to the changes. It could be something like downsizing, technological changes, automation. These are still stressful times, and at least you have time to adapt to the changes and to make plans. An example of a plant closing, in our geographical area, and as we are here at this site. Many in our area, there were automotive plants in our areas that close down, some of these sites actually provided a year or more plans for this shutdown.

And the employees were able to plan to adapt and to structure their lives, even though closing of the plant, was catastrophic. The employees actually had times to plan, to adapt. Also changes can be incremental, these can be the eye rolling changes that you experience. These are all phased-in changes, and they actually lead to larger changes, the knowledge of the change may be sudden, and you do have the ability to maybe learn

for this change to be phased-in, and for you to have steps to learn, so that you are not certainly, just blindsided by the change. I think these types of changes, these are being such as changes in computer systems, or maybe ways to answer the phone. These are smaller changes, that lead to larger changes. By the time the larger change has gotten there, you have Artie taken the steps to know and to adapt to those change situations. Can be positive or negative our perception of the change can be personal a personal perception of the change, for example. A promotion for one person may be something that can be long-sought after, and something that someone has worked for, or something that they are very positive or happy about, very happy and excited about, even this type of change, adapting to this type of change.

Looking at it in a perspective even as a promotion, it could be a negative change for someone, and can result in a negative outcome. Suppose a promotion didn't turn out. Just as the person expected to be, or added responsibilities. More time that can be spent on the job, or things that were and expected in a promotion. Our perception of the changes, certainly they are relevant as we look at change. Why are we so uncomfortable with change? Even when we are looking at changes that produce very positive results, we can see with change in most frequent response, change can bring disruption and a peaceful in our lives, and upset balances, we see resistance to change in all types of systems.

Personally, we may try to adopt change by changing lifestyle, by reducing or eliminating habits, or try to lose weight stop smoking, stop drinking, these type of changes, and we know that these changes are positive, and we find out even people who lose a significant amount of weight gain the weight back. People who stop smoking, start smoking again. We make positive changes in we try to make these positive changes personally. These changes are often thwarted. By the resistance to the change. In families. We see families struggle with a person in the family, and maybe they are trying to incorporate a change in their life, such as recovery. And the one person in the family, that is attempting to recover, unbalances the roles with the remaining members of the family, there may be a pull to pull the circumstances and the environment back to a way that is more familiar. Even personally at work, when the work environment changes. We know there will be changes and we need to learn new skills, some people dig their heels in and refused to make those changes. We almost seem to be wired to seek stability and to pursue this in our lives, certainly it brings loss of control, which increases stress in our life, and we really struggle and strive to make sure when to reduce all levels of stress in our lives. We avoid stressful situations, and we avoid situations that cause us to have stress. So while we resist change, we also realize it is important. It is important to move things along, and to bring in improvements in our lives, and to push us to know potential, and to push that potential to achieve new and better things in our lives, even though this change, businesses would not advance if they didn't make changes, we would not advance ourselves, we would be stagnant and we went not be in the same situations, and we would push herself to this potential for example imagine computers had never progressed, we would not adapt to the change. >> Let's look at the change event. And some possible reactions to that event. Note again. All changes are on a scale, and our reaction to changes on a scale. Let's look when we first hear about change, catastrophic change, or a planned change. The first phase of the change, the change event is an impact of the change. I think of this as the shock period. We learned the news of the change. We may have surprise and be shock. There may be happily

[Indiscernible], suddenly if we have a catastrophic change we may be overwhelmed by feelings, or very negative feelings that we may have. The feelings and thoughts that we have may not be organized. For example. You hear your company is closing, and your thoughts are going in all directions, certainly they're not all organized, you may feel overwhelmed, this period or change may last a few minutes or hours, and some people have difficulty moving from this period.

Instead they may go into denial, or if phase of denial. This is also a relative change, and close to the personal change, you have heard this before, and the change maybe never happens, and you don't expect the change to happen and you put it on the shelf, and you are in denial about the change. The next step or phase is response. I think of this as the aftershock. You have the impact of change where you are certainly in shock at the change, the impact time, as well as the response time, is in an active period. And you may be overwhelmed with your thoughts and your feelings, certainly this is not a time to make decisions or to act upon, or make any actions to take on behavior at this time. It is a time in the response time, and this aftershock, to gather your thoughts, this is not inappropriate to ask for time to gather

your thoughts. In this situation. And in the situation where certainly a catastrophic event happens, during this time take note of your anxiety level. In the impact phase. Your anxiety levels rise, and when they rise, we know the ability to take in information, this is decreased. You may hear of the change, and not be able to take in the information related to the change, so you may be reacting on the initial news, and may not have all of the information. So for example, you been told your position has been eliminated in the company, and you experience the shock and the jumble of emotions and thoughts, this may be the time if you are speaking with a representative, you literally ask for a timeout to gather your thoughts. This is a time certainly,

where you are alone, and you begin to identify your thoughts, you organize your thoughts, and you identify your feelings, this is a time simply to identify these. Which is wow, I'm scared. Or

I'm really in shock about this or I'm sad. I don't know where this is going I'm confused. It is a time to identify these thoughts. Not to take action. Certainly not a time to throw up your hands and decide that you are just going to quit. That you are not going to take this anymore. A time to gather and reflect on these feelings, and not put any judgment to them. You may feel anger. To shame yourself,

just acknowledge that the anger is there, and the sadness is there. And certainly avoid any action. Particularly in postproduction. Or any overreactions. The next phase or step would be acknowledgment. This is an action phase or an action mode. Actually it is eyes wide open phase. This is a time that you take account. This is a time that you choose to gain information. You know now during this type of impact. You did not taken all of this information that you needed to take in, you didn't understand all the steps that were happening. This is the time to ask questions. Obtain facts. The who, what, when, where, and why of the situation, avoid gossip, and seek support from each other and coworkers, look for support, and avoid negative interactions, if you surround yourself with negative people, you will become more negative also. This is a time of looking forward taking stock, and making plans. This is an active period. Retain reliable information from people that you know have information. Not necessarily coworkers, but you may ask supervisors or management. If you are in a union, even ask union reps for information. This is a time to regain your feelings of control, and why you may have felt out of control. Or any time you have heard an impact to this change, or this is a time where you start to gain more control, determine this where you company can use and gain information, for example if your position is being eliminated, are there other positions you may qualify for quick if your company is shutting down or moving, determine the resources made by the company to help you pick back to the example, it was interesting again it didn't go out of business but they shut down the local plant here. And this car manufacture, actually it was a plan closing. And they were able to offer employees education training for other skills, and certainly to find out what can be offered to you at this time. This acknowledgment phase can take some time. Certainly to take any time that you need to work through this phase. Finally there is the awareness phase. This doesn't mean that you are giving up or giving out, but this is a period of gaining more control of your life's, moving on and focusing on personal positives and strengths. You are determining at this time your path forward. Let's take a look then at situations where you are not actively involved in

the change at this time. You are looking at a time where you are anticipating a change. And you want to be more prepared for it when a change does happen, as we looked through this change literature, one concept and one term that comes out very prominent. In the literature, this is the concept of resilience. Resilience is simply the ability to adapt to change. This is something that we can learn. Resilience is our behaviors that we can learn. Change favors the prepared mind. We can learn to navigate change more effectively in our lives. By learning and by becoming more knowledgeable, first we look at adapting to change. Learning to know yourself. And one way to learn to know yourself better is simply take a personality inventory, or a trade assessment. One of those clinical used tools, that we use here is a Myers-Briggs test, and you may not be able to take this test on your own, you can find these type test in the literature, and also on the Internet. You can find these free test to take. On the Internet. What these type of test help you to understand, is your general personality Stipe, your type entry's and traits for example, these types of tests can help identify. Do you like for things to remain the same, are you open to new experiences? Certainly if you like things to remain the same, you will be remaining more resistant to any type of change, if you are open to new experience, then you might find change to be an opportunity event you can notice change in experience roadblocks, or be more open to change. Other traits or characteristics, are you a risk taker?

Do you avoid new situations? Risk takers are certainly open more to change, and to innovation, and they are more than those that people that like things to stay the same, they like situations to remain familiar to them, by learning if you are a risk taker, or if you are someone who likes for things to remain the same, this gives you some insight as to how you will react to change. Are you more comfortable following a set? Or a plan? Are you able to improvise? This gives you an idea, I like to think of an example of this. A person is handing you a set say, such as furniture or set like a shelf to put together. If they are more comfortable with the set plan, the person will bring out the instructions lay everything out prepare everything to put the furniture or the shelf together. Another person might actually just start

grabbing and putting pieces together, because they think that is the way it should go together. And they really don't look at instructions until they find out that things aren't going together well, or if they don't go together well. So that is certainly something that you can learn by taking some of these tests, what type of personality traits do you have? What type of reactions are you going to have to any type of change event? Another thing that you can compare, and prepare for, just to decide issues of what you can and can't control. Some of these personality tests, and inventories, can also give you an idea if you are a person that is very much a person that likes to have things in control, or if you are able to back away, then to adjust, and to know when you can't control. If you are able to do an inventory sometime, and actually write down all the things in your lives that you actually have control over, you will find, there are very few things that we have control over. Mostly we do have control over our responses to events. Even events that we can't control. We can't control and we learn to control our responses to those events. Learn to

refrain to the positives. Our brains are interesting. And by our experiences. Our brains actually they make neural networks, so that any time we experience change, or we experience or perform behaviors. We navigate situations. And our brains actually develop pathways. Neural networks, and for these changes. We experience similar events. Our brains go right back to those pathways. And they say, this happens. When you behaved or responded this way. This is a similar event, so we will respond the same way to this event. I would like to give you an example of how refraining, and how we can make a profound difference in our lives, and by giving a story of a young lady that we worked at the same time, and this young lady had an awesome job opportunity, and certainly like a dream job opportunity. We would certainly be moving from a place in a rural location, and a place that she loved, and that she was very familiar with. And she would be moving to a big city to engage in this awesome job opportunity and those change -- And certainly everything that they hope it would be, and an extreme change and a challenge for her, they learned they would have to be in a small apartment and she would not be familiar with driving, she can no longer, it wasn't feasible to drive. She ended up walking through the city, and she would take the subway to and from work. What happened with her, she would wake up in the morning, when the first thought that she would have, would absolutely be, I hate this place. I hate this apartment. I hate this, waking up and looking at this place, I don't have time to move, everything is loud, she would walk to work, and the city would be dirty, very few trays or areas, very few to relax or enjoy, the subway would be totally awful for her, the writing of the subway, time spent, and the atmosphere on the subway, she would have to ride the subway there to work and back, the situation became so negative for her, that she was contemplating leaving the job, granted this was a marvel opportunity for her, and it would cause a change in the environment looking towards moving away, and moving out of that job. She did go into counseling. And she learned to refrain her situation to more positive, and while our brains to form neural networks that can be negative, we can also force our brains, and learn to retrain our brains, and to perform positive neural networks, she learned by waking up in the morning, and to look around looking out in her apartment, taking some positives. And she thought maybe it is small I don't have so much cleaning to do, because I don't have to take so much time with my apartment I can participate in some fun things, and I can learn fun hobbies, I can learn and venture out into the city, to have more time to do other things rather than concentrating on an apartment. She learned in walking even to the subway. That she began to look at the architecture of the building, and learned the landscape, and learned what was there. She learned to see positive things on her walk. When she got on the train, she had planned for this to be a downtime. So that she would have a podcast ready to listen to, she would bring a favorite book she only read on the train, and she would bring up a crossword puzzle, and became very excited, excited about the crossword puzzles she did on the train, and she was able to tolerate and even look forward to the ride on the train, and certainly her environment did not change. Her environment was the same, and she changed her response to the environment, and while she still me wake up look around her apartment to groan, she learned immediately to refrain, and to go to those new neural networks that she developed, and if you continue to do that

behavior, and even force it to happen. And to look for the positives. You are able to , year neural networks will be able to access sometimes immediately pick you will learn to go to the more positive. Just as a side, she did end up staying in that job, and because she was able to refrain, and able to change her outlook, and change her response to that situation, she was able to stay in a very good opportunity for her. And another way to prepare for change, are the SWOT model, if you worked in here, googled SWOT, you will find a lot of different models for this. And I will just give a general model. The words and the letters stand for strength, weakness opportunity and threats. This is a time of self-analysis, and a time to sit down be critical of yourself. To be objective of your abilities, and with this analysis, you would sit down and write down all of your strengths, be critical an object of, and then you would look at your strengths , compared to coworkers strengths, where would you rate as far as this comparing to coworkers, and in the same way, you would write out your weakness, you can be objective and critical, and look where you are as compared to where you are with your coworkers, this is a time to be critical, look at your skills. Where do you stand in comparison to your coworkers? Opportunities. Be sure to identify opportunities in your field, that may be even with your skill set, there may be opportunities within your organization, that are different from the jobs that you are performing now. Be able to when you identify your weaknesses, to turn them into opportunities, to work and change your skills to be more marketable to your company, if need be, outside your company. Then T is for the red, be able to assess the threats of survival to your company, and if you are working NUC automation is certainly going to be something of the future, to be able to maybe even learn how to work with automation, and even instead of this taking your job, you can learn to control the automation. A personal example in the field of EAP, which is interesting now, what I have looked that now, therapy is going towards being online, of course everything is online. And we are looking at having therapy online, engaging clients with online therapy through Skype, and through other ways to actually see a client, and to do therapy online, and through these video abilities there. I have colleagues that are taking certifications, and trainings, of course it involves all kinds of confidentiality trainings, and knowledge in legal, but I have colleagues who are gung and going towards this type of trainings. And with certain kind of success. It looks in some retail stores going out of business. People are more interested in doing things from home. Even therapy we are seeing. Something else you can consider too, to learn techniques from this. During this time, I have actually brought in some mindfulness techniques. And address that with you. Some of those techniques I will get into our to know yourself better, mindfulness, they ask that you take a self-analysis,

that you know yourself better, have a quite time to know yourself and you are able to identify your feelings and your thoughts, to accept your thought without any kind of range or negative aspects are positive aspects to your thoughts, just to accept that they are there. Mindfulness can also help you

with meditation to reduce stress. One online site that can be beneficial to you. That I have helped to be beneficial, is mindful.org. If you go to this site, it is a free sites. Eventually they will ask you to go to some of their seminars. But if you are just looking for some

good general information. This is a good site. And certainly something that I have gotten more involved in. And have learned more about. To learn techniques of mindfulness can help adapt to change. As we look towards taking care of ourselves. And looking towards either being in a change event or preparing ourselves for a change event. We can look towards taking care of your body, always be mindful, you will need proper nourishment and good nourishment, exercise. Take time, and take some down time. Be able to relax. Be able to sleep. Take care of your mind. And that means to reduce your stress levels. Learn ways to reduce your stress levels whether it is mindfulness training, some of the meditations. Or you can learn other ways to take care of your mind. Sometimes just not thinking about a negative event. To laugh with friends. To put that aside for a little time to socialize. This can be very beneficial to you. Speaking taking time with friends and socialize, being able to socialize with people. Again positive people in your life. Positive things in your life. Avoid negative people. If at all possible and try to surround yourself with positive friends and positive people. You can also as a part of self-care and self preparation for change. You can also look in your workplace, to be able to take advantage of employer-based changing in the training, be proactive, when you learn there are skills out there, that you need to obtain to actually learn to speak, and seek training. Educate yourself on opportunities and education is headed. Be more marketable

more prepared to changes in the workplace. You can network and learn through the organization and where your organization is going in the future, and how other people are navigating change even in their organizations. Finally change can be scary. It can feel threatening and we certainly have the poll to have this, we can learn new opportunities and skills. We can grow personally. To be able to not negatively impact on change in our lives or in the work place.

I hope this is beneficial to you in your lives, to prepare for change and to adapt to change in your lives and in your work place. I would like to take a moment to ask you for a final response. As you have listened to this webinar, and as you have listened to this information, have maybe some responses and some ideas of what you'd like to do in the future, when you are forced with change, I will also read some of these that come up. Refrain the way that you look at your situation. Improve your skills. Breathe. Calm down, think before you act, prepare and take care of yourselves. Make a best of a situation, flow with change. Meditate. Change your outlook. Be prepared to for change, it is the only constant, that is certainly true. Thank you for these responses here. I would like to hand the presentation of the webinar over, I think she would like to add some additional information, if we have time for questions at the end I will certainly look at those questions if you would like to pop those questions and I will answer if we have time.

Thank you so much Dixie, I am actually going to leave this up for people who are still writing their commitments down. It is important for people to talk out loud, or write out, to us there take away for today's presentation, you talked about so much great information thank you so much. I do want to remind everyone. If you are dealing with the struggles of life, if you are struggling at all, or anything along the lines

of change management, that you want to work on, you can use your EAP benefits, that is what we are here for, we realize life is all about change, we are here to help you through. Please use those benefits. You can call us go on the web seven days a week. There is someone here even on Christmas, New Year's, any holiday, we are here. Please feel free to call, or to get on the web, if you don't know your toll-free will number, reach out to your HR department to get the phone number. Again this training is being recorded, and will be on your website in about 2 to 3 weeks, you will be able to go back and listen if you like. It does look like we have a few minutes for some questions. Dixie I will turn it back over to you.

One interesting question I see, how do you bring back your wandering mind? Excuse me. This is often seen in meditation, even when you are trying to not necessarily meditate, but have quiet time.

If you are looking into some of the mindfulness literature, you will see mindfulness is the techniques described, actually this will teach you to accept that your mind wanders. And if you are trying to meditate on a particular subject, or a particular topic. Or just trying to clear your mind from everything, mindfulness actually teaches you, that thoughts strange thoughts, sometimes, thoughts will enter your mind, and just accept those thoughts, acknowledge those thoughts, and let them pass through. You don't have to respond to those thoughts. I have found the more frequently that you meditate certainly in the beginning. These thoughts can just barrage

and cause you to be distracted. The more that you commit time to meditation. The easier it is to accept these thoughts, and to let them pass through. And just to clear your mind, or to return to the topic that you are meditating on. Had you stop worrying clicks that is very interesting. Worrying is, trying to is taking that situation, usually it is out of your control this is a situation we see out of our control to begin to deal with that, it could turn into creating anxiety.

When you begin to worry about situations and certainly if you are anticipating a change, a significant change in your life, to be able to again use self talk, and say this is something that maybe I can't control. I can control if this happens, I have no control over this. Use these positive self talk is. These techniques just to acknowledge that you don't have control over all situations. That you can control what you can. You can control your responses

and certainly positive self talk, and any time you find yourselves in a situation that you are very worried about. I just wanted to say I see some questions that managers are bringing up, I just want to point out, Dixie is coming back with us in December, she will present on helping employee being a positive

role in the workplace, if you are a manager ISQ to go into the website, and register for upcoming webinars, that will be training, it looks like we are out of time, I want to thank you very much for this presentation, and I want to let you know, please feel free to answer today's poll question, and how do you rate your overall satisfaction, dissatisfied, satisfied or very dissatisfied? Real quickly can you tell us what SWOT stands for again? >>

Yes, it stands for strength, so that you are analyzing your strength and your weaknesses, your opportunities and threat.

Thank you so much Dixie. We appreciate you presenting today. Thank you so much, best wishes to everyone this does and are webinar, have a wonderful day.

>> [Event Concluded]