

Navigating Change

Skills to Manage the Journey

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HealthQuest
State Employee Health Plan

Agenda

- Introduction
- How we respond
- Things you might experience as you navigate change
- Mistakes people make
- How you can manage change successfully
- Conclusion

Stages of Change

- Denial
- Resistance and Anger
- Exploration and Acceptance
- Commitment

What You Might Experience

- Change occurs
- Resistance and anger
- Anxiety and stress related symptoms
- Acceptance
- Breakthrough

Mistakes We Make

- Expect someone else to reduce our stress
- Decide not to change
- Act like a victim
- Play the new game by old rules
- Shoot for lower stress setting

Mistakes We Make

- Try to control the uncontrollable
- Choose our own pace of change
- Fail to abandon the expendable
- Slow down
- Fear the future

Mistakes We Make

- Pick the wrong battles
- Psychologically unplug
- Avoid new things
- Try to eliminate uncertainty
- Assume that 'caring management' should keep us comfortable

We Have Choices

- Refuse to Accept
- Accept But "Just Put Up With It"
- Accept and Grow

Coping With Change

- Choose your response
- Surrender
- Focus
- Inner security
- Get help

Choose Your Response

In most cases you cannot determine the event, but you do have the ability to choose your response in any situation.

Surrender

Shall I fight the change or go with the flow?

Focus

When a transition in your life occurs, be sure to keep your thoughts on what you can control.

Inner Security

Believe that you can handle any change that comes your way and know that you will be okay.

Get Some Help

When you're dealing with a change and it feels too big to handle, enlist the help of other people.

Managing Our Response

- Control-When we have a sense of personal control and a feeling that we can influence a situation.
- Challenge-Seeing change as a challenge rather than a threat.
- Commitment-Willingness to learn new skills, take on new assignments/responsibilities.

Skills That Can Help You Manage Change

- Learn about yourself
- Anticipate
- Build your stamina
- Have a flexible attitude
- Take charge

Skills That Can Help You Manage Change

- Communicate
- Take care of yourself
- Find support
- Make decisions based on fact
- Avoid overreaction
- Do what you can to influence change

Conclusion

HealthQuest Employee Assistance Program
1-888-275-1205 (Option7)

www.khpa.ks.gov/healthquest/eap.html

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