

MANAGING THE IMPACT OF CHANGE

IMPACT OF CHANGE	TYPICAL BEHAVIORS	HELPFUL ACTIONS
On identity/belonging <i>"Where do I stand?"</i>	<ul style="list-style-type: none"> > Resist the new > Dwell on the past > Experience sadness, worry, concerns about failing > Feel vulnerable 	<p>Rebuild your foundation. Inventory personal and professional strengths. Determine what's useful now and how to apply your experience and skills. Reach out and connect with others.</p> <p>Let go of the "old" normal.</p>
On sense of control <i>"What's the point?"</i>	<ul style="list-style-type: none"> > Withdraw or approach work with indifference or over-reach to regain control > Be emotionally absent > Experience exhaustion and other physical signs of ongoing stress > Feel powerless 	<p>Develop a new perspective. Accept that some things will be outside your control. Shore up structure in all areas of your life. Identify what is still within your control. Look for ways to regain control by discussing skills and processes with your manager.</p> <p>Let go of worst-case scenarios.</p>
On meaning <i>"What do I do now?"</i>	<ul style="list-style-type: none"> > Ask many questions to decide what to do vs. doing it > Get bogged down in details > Get caught up in busywork > Be uncertain of priorities > Feel disoriented 	<p>Re-map your place on the path. Pull back for the big picture view. Find where you fit, then stay focused on that. Take concerns to manager for clear answers. Narrow your focus to determine priorities. Use systems to stay organized.</p> <p>Let go of needing the whole story.</p>
On the future <i>"It's not fair!"</i>	<ul style="list-style-type: none"> > Get stuck in negativity: "I'll never get through this." > Feel angry or bitter > Take out emotions on others 	<p>Tame emotions to motivate forward. Express feelings in an appropriate way. Take a "beginner's mind" approach to what comes next. Rely on your support network to help work through anger. Talk with your manager about where you might go from here.</p> <p>Let go of blame and resentment.</p>

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