

Navigating Change and Transition

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Free confidential counseling services
and 24/7 crisis hotline for in-moment
support.

CHANGE is a quick, impersonal shift in external circumstances.

TRANSITION is the slow, personal psychological re-orientation to the change.

How do we cope when change happens?

Mel Fugate, Angelo Kinicki, Gregory Prussia

Escape coping: avoidance, deliberately missing meetings or events, tardiness, not showing up

Control coping: proactive, take charge, insert self into the solution, find a way forward despite the change

People often use both strategies simultaneously until their emotions level out.

PHASES OF CHANGE

DENIAL: This is when we don't want to accept that a change is coming. We cling to what we know, and resist.

ENDING: This is when we realize that the change is occurring and when we begin to say good-bye to the old way. We may experience sadness, anxiety, anger and a sense of helplessness.

NEUTRAL ZONE: This is the phase when we are neither in the old way or the new way - we're somewhere in between. This is a time of disorientation and disintegration of the old way. We can evaluate what we've learned from the past and as we move through this phase, ideas begin to emerge about the future.

NEW BEGINNINGS: In this phase, we are beginning to feel comfortable again. We are recommitting to the new way and we are tweaking the details. We begin to feel energized and confident.

HOW TO HELP YOURSELF AND EACH OTHER

- Listen, listen, listen
- Accept resistance
- Understand emotions
- Allow time
- Educate about specifics of plan
- Emphasize how individual skills will fit in new plan
- Provide sense of direction
- Meet often to debrief & celebrate
- Define individual purpose
- Create quick wins
- Boost morale
- Promote sustainability
- Highlight success stories
- Reward the team
- Link individual goals to long-term objectives
- Prepare for setbacks

KNOW AND USE YOUR ANCHORS

What is non-negotiable for me?

Who can I rely on for strength, support? Where do I go to find peace?

What beliefs, values can I use?

What have I been trained to do?

How do I be my best self in this situation?

SEVEN TRANSITION TIPS

1. Transitions take longer than you think.
2. You must end before you can begin.
3. Remember it is a transition, not a personal rejection.
4. People do transitions differently. (So do work groups.)
5. The goal is movement. You can't stay stuck.
6. Transitions are developmental and can be a source of renewal.
7. Transitions can be fun when we do them together!