



When Are Things Ever Going To Stop Changing Around Here?

Remember: When You're Through Changing – You're Through

Traditionally, change involved a short burst of disruption, followed by a longer period of stable operations. Today there are no rest periods. We work and live in an environment of continuous, enormous change, whether we like it or not and whether we handle it well or not.

Profound changes are shaking up our lives and the way we do business, and the pace of change is accelerating. In fact, futurists believe that the amount of change to be encountered in the next 10 years will be equivalent to the amount of change experienced during the past 75 years.

Change is a process that will invade the rest of our lives. Change has become a fact of life to be accepted and dealt with.

Change is the only thing that offers new opportunity.
—Ross Shafer

We are all capable of change and growth. We just need to know where to begin.
—Blaine Lee

I don't know that any growth process is ever painless. It is painful to get real with yourself about what's going on in your life or in your community.
—Dr. Phil McGraw

All changes, even the most longed for, have their melancholy, for what we leave behind is part of ourselves. We must die to one life before we can enter into another.
—Anatole France

People react very differently to change.

1. Some people feel a frightening loss of control and resistance to the actual or perceived threat inherent in change. They:

- Struggle unsuccessfully to maintain the status quo.
- Cling to obsolete rules and structure.
- Search for absolute predictability in a time of constant chaos.
- Burn out from frustration and pressure.

2. Some people take control of change with appropriate attitudes, work styles, and health practices. They:

- Build greater resilience.
- Thrive in changing times.
- Capitalize on opportunities they encounter every day.

Since change often involves elements of both danger and opportunity, many people's first response is to see the change as a threat or danger. When this happens, they fear and resist the change. Once the change occurs, people begin getting used to it and begin to see that the change may be good and lead to new opportunities. Once people accept that a change can provide new opportunities and possibilities, the change is well on the way to successful implementation.

Change-adept people have certain characteristics and strategies in common, which account for their personal and professional success, and these traits and skills can be developed in anyone.

Managers during times of change will benefit from exercising a new type of leadership — less of a controller and more

of a coordinator, focuser, and facilitator. Some managers believe that if they order their people to change, they will. When managers behave like drill sergeants, ordering people around, the response is usually resistance, defensiveness, and/or withdrawal.

People are much more likely to change because of the support, encouragement, caring confrontation, and empathy of a relationship. The more involved a manager is with the team, and the more involved team members are with each other, the easier change will be. Managers who can create supportive relationships are more successful during periods of change, because their teams will trust and follow them.

The articles this month at <http://www.melbabenson.com/articles.php> can help you determine how ready you are for change, prepare yourself to respond effectively to change, introduce change, avoid the biggest mistakes in handling change, and survive the stress of organizational change:

“How Ready Are You for Change”

“Introducing Change”

“The Biggest Mistakes in Handling Change”

“Surviving the Stress of Organizational Change”

“Managing Change in Everyday Living”

Melba W. Benson, Ph.D.

Educator/Coach/Mediator

1007 Bucknell • Arlington, Texas 76012

Metro (817) 265-2820 • Fax (817) 265-2571

mwbenson@aol.com

<http://www.melbabenson.com>