

Understanding Change

Working Effectively Through Change

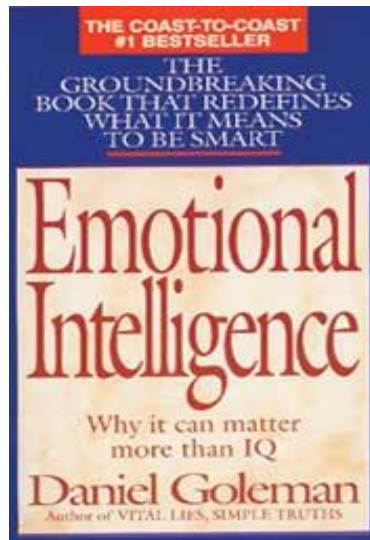
Objectives

At the completion of this presentation, individuals will be able to:

- Describe the typical reactions change
- Identify and adopt strategies to increase personal effectiveness while working through change

Emotional Intelligence (EQ)

“Emotional intelligence is the capacity for recognizing our own feelings and those of others, for motivating ourselves, and for managing emotions well in ourselves and in our relationships.” Daniel Goleman, 1995



Author of international bestsellers:

“Emotional Intelligence”

“Working with Emotional Intelligence”

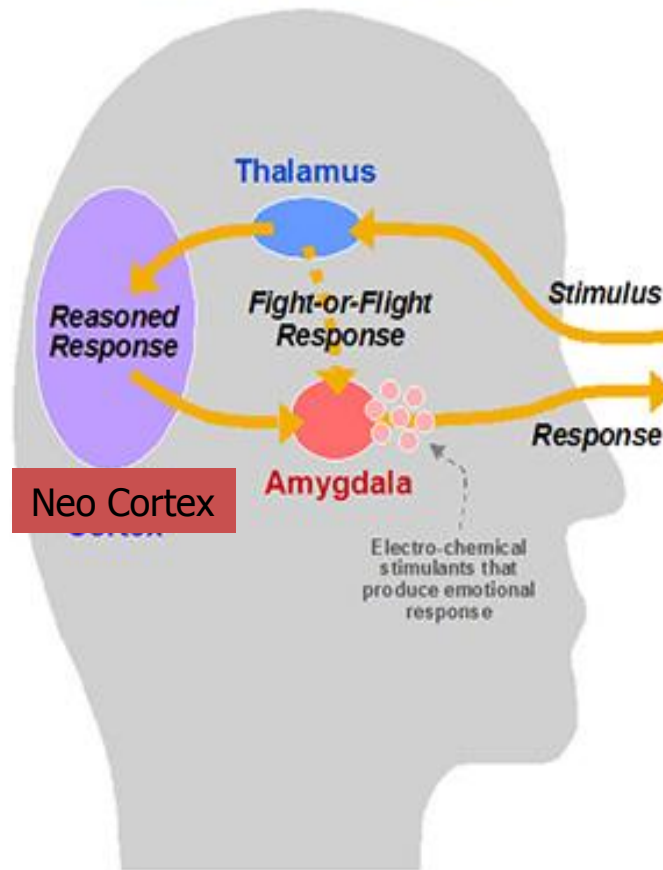
“Primal Leadership”

“Resonant Leadership”

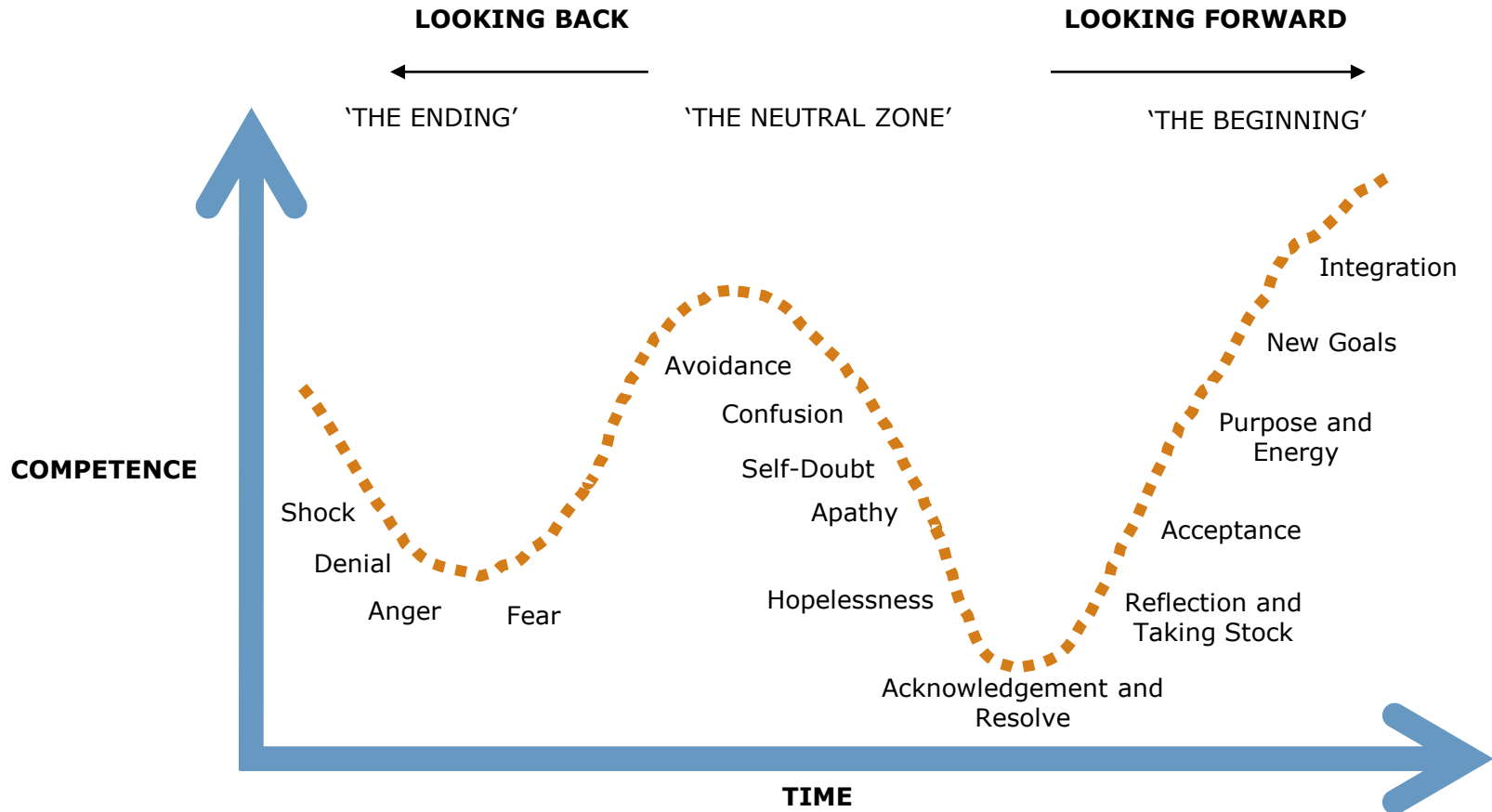
“Social Intelligence”

Science of Emotions

Mapping Amygdala Hijacking (Fight-or-Flight Response)

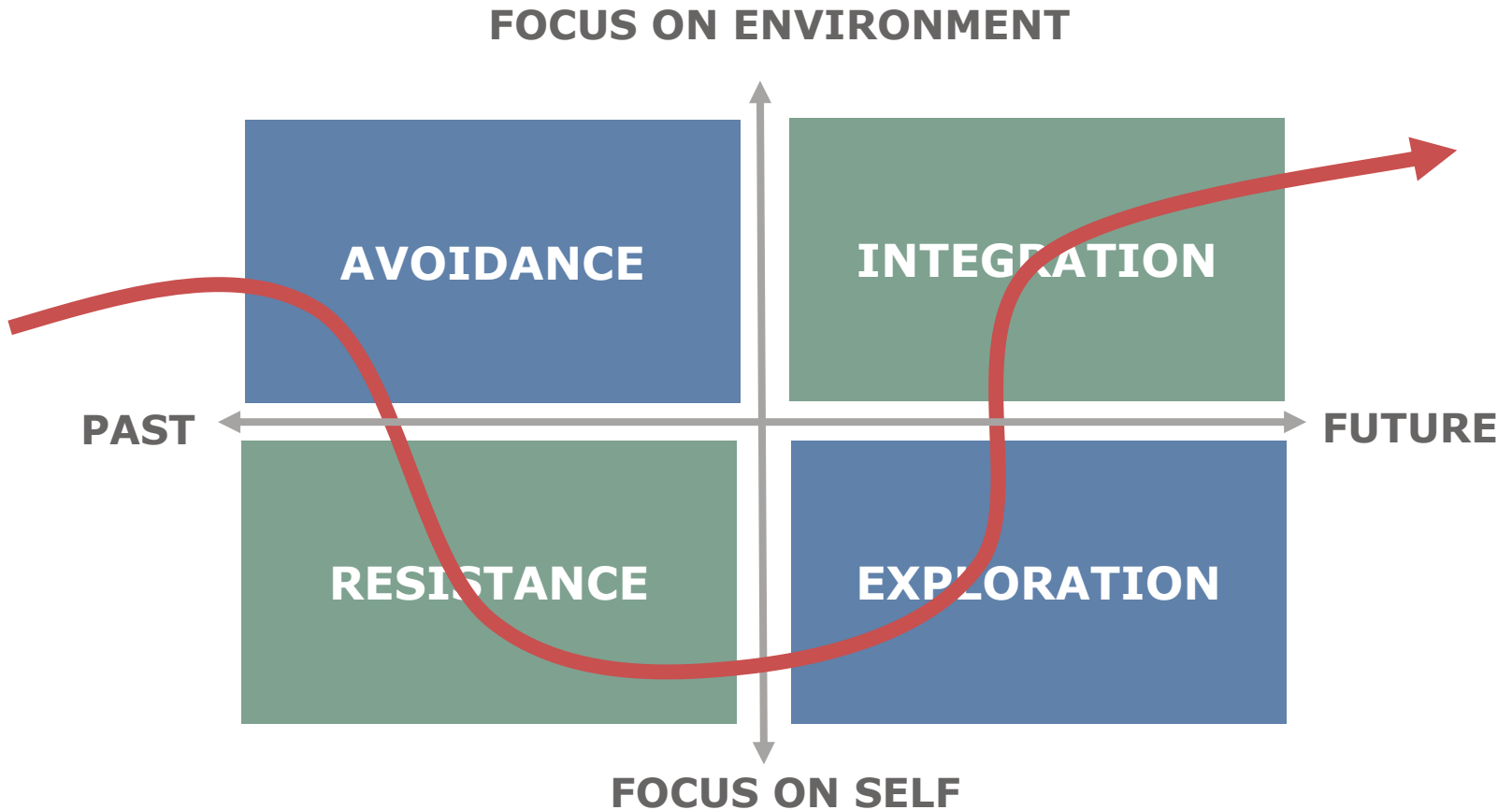


The Change Curve



Based on the work of Kubler-Ross

Reactions to Change



*Adapted from Heartwork, Inc. and Flora/Elkind Associates in
Managing Change at Work by Scott & Jaffe, 1995*

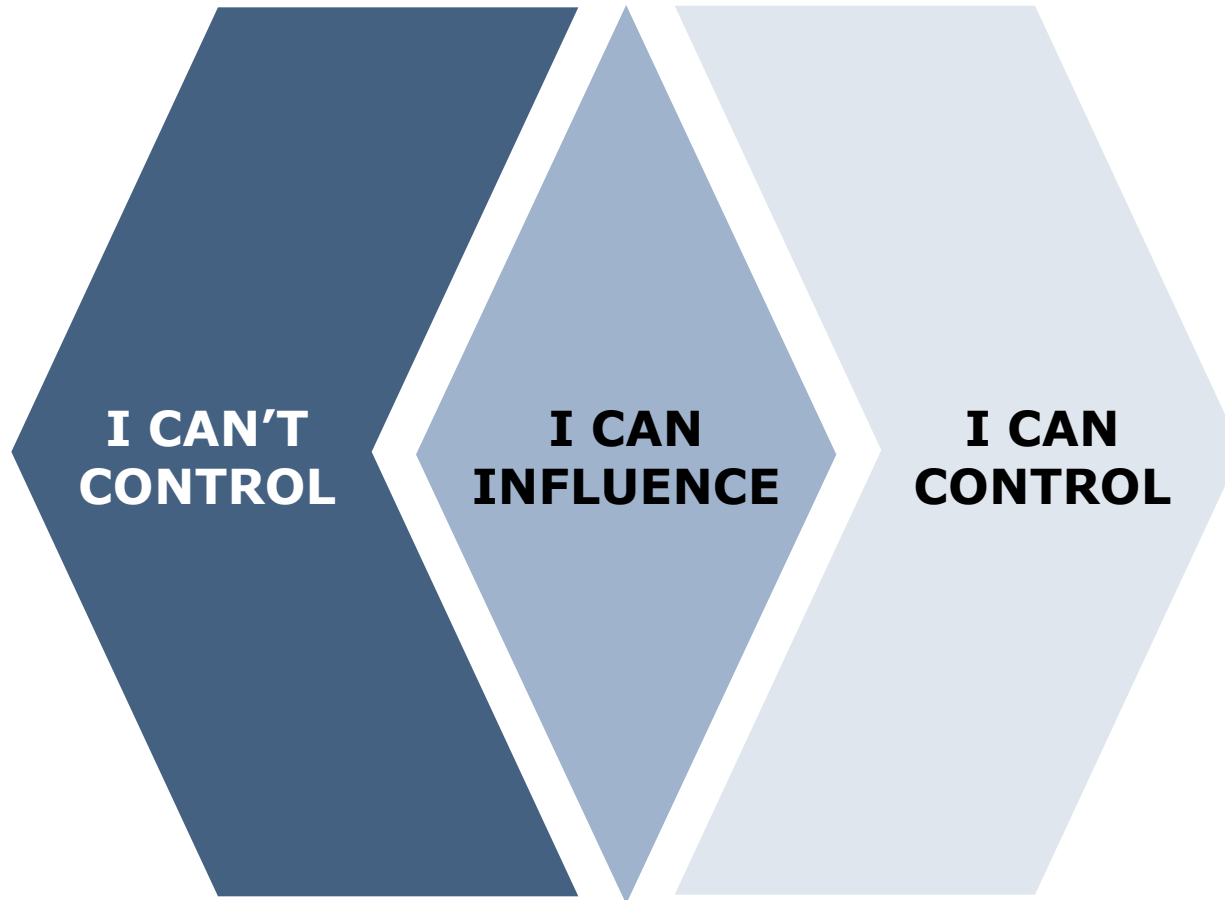
Strategies for Working Through Change

- Learning from past change experiences
- Focusing on areas of control and influence
- Altering your mindset
- Taking a solution focus
- Using your support network

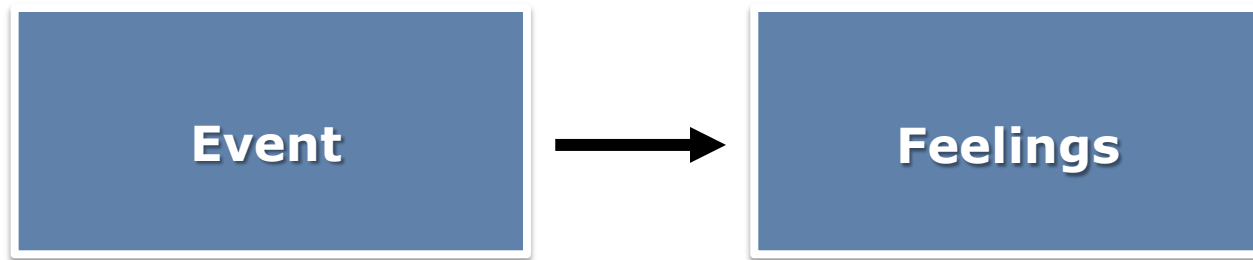


Focusing Time and Energy

“Do not let what you cannot do interfere with what you can do.”
John Wooden



Altering Your Mindset



Questions?





Thank You

Business & Talent. Aligned.™