

► Volume 4, Issue 4

What? More Change??

It was one of those phone calls that you fear. The other voice on the line said, "Patti, are you sitting down?" Why is it that we automatically believe what follows that question is going to be negative?? My director was on the other end of the phone and he went on to tell me that the public seminar company I was under contract with had been bought out by a British company and that the new company decided to close our division. The phone call came just two months after I left my full-time training position in order to embark out on my own.

Two opposing signals went off in my mind: opportunity and danger. My optimistic side thought that this would provide me with the opportunity to prove that I really could make it as a professional speaker without a monthly contract to fall back on. The pessimistic side of me flashed a danger signal ...will we be able to pay our mortgage and car payments? maybe I should go back and beg for my old job?'

It's interesting that the Chinese have a symbol that combines the symbols for danger and opportunity. It is the symbol of "crisis". And today, I see so many organizations and individuals in crisis because of change. Organizations today are undergoing massive changes. Changes which include reorganizations, re-engineering, downsizing, mergers, acquisitions, software and hardware changes, new management....and the list could go on and on. This rapidly changing workplace demands a new level of adaptability on the part of it's workers. Old ways of doing things do not work in this changing marketplace. Those organizations that try to stand still, often are overcome by their competition. Standing still is often equated with death in this ever expanding marketplace.

Since "Managing Change Positively" has been my most often requested topic in the last year, I thought I would highlight some ideas of what you can do about it. In my change program, I not only overview the phases of transition that people go through during change, but also provide practical tools for how to manage the resultant stress and how to empower people in the midst of change.

Price Pritchett and Ron Pound in their book *The Stress of Organizational Change*, outline some of the basic mistakes that employees make when trying to survive organizational change. Those mistakes include:

Basic Mistake #1: Expect Somebody Else to Reduce Your Stress.

It is critical in times of organizational change and the personal stress that results to put yourself in charge of managing the pressure. Unfortunately,



we look for a magic cure to manage our stress. Much of managing stress is learning how to raise our resistance to stress. The basic ways we raise our resistance to stress, include: eating right, exercise, relaxation techniques, and having a positive attitude. No magic bullets here.

Basic Mistake #2: Act Like A Victim.

It's important to not yield to the temptation to indulge in self-pity. Acting like a victim threatens your future. You are much better off if you appear resilient and remain productive. One of



my favorite Alexander Graham Bell quotes is this, "When one door closes, another opens; but we often look so long and so regretfully upon the closed door that we do not see the one which has opened for us."

Basic Mistake #3: Try to Control the Uncontrollable.

Ask yourself if the struggle makes sense. Are you really in a position to control the situation, or will you just wear out trying? Isn't it strange how some people continue to change jobs, mates and friends - but never think of changing themselves??

Basic Mistake #4: Fail to Abandon the Expendable.

Our jobs seem to get more complicated every year. We are expected to carry a heavier workload and pick up speed at the same time. Since organizations are under so much pressure from the outside world, we can't look forward to a letup. In order to survive, it may become necessary to reengineer your job. Look for ways to eliminate unnecessary steps, get rid of busywork, and unload activities that don't contribute enough to your organization's current goals.

Basic Mistake #5: Be Afraid of the Future.

It is so easy to be worried about tomorrow and what's coming next and how you might be affected. Carrying around these concerns wears us down. This is the time for serious mind control.

To survive, and thrive, we must stop worrying about what bad things might happen and instead get busy trying to create the kind of future you want. The best insurance policy for tomorrow is to make the most productive use of today.

When change is getting you down, you might want to remember this "poster" that I found in one of my client's offices. It sends a graphic message about the power of your attitude. I hope you enjoy it as much as I have when sharing it in my programs.



The Hathaway Group Highlights:

A Special Thanks to Our Recent Clients:

Ashland Chemical Credit Union
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Ohio Department of Commerce
Ohio Hospital Association
Ohio Society of CPA's - Cleveland Chapter
Ohio Travel Association Convention
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If your organization is undergoing change and could benefit from a customized program which would help your employees empower themselves to deal more productively with the future, please call our office at 1-800-339-0973 to discuss your specific needs or complete the "Is Your Mission Possible?" survey on our website at <http://www.thechangeagent.com>.

Satisfied Client Quote of the Quarter

I have never seen the participants more enthusiastic, complimentary of the program, and eager to share all they had learned with colleagues and employers. Here's what attendees at your sessions said..."Patti was an absolutely wonderful, dynamic speaker. Her presentation was one of the best I have attended. She kept your attention." "Best seminar so far of the 6 I've attended." "Excellent! A bright shining star at the conference." I had heard so many good things about you...It's great to know they are all true! Thanks so much for all your hard work and energy. You can tell, PSI loves you!"

Susan Fenner, PhD
Education and Professional Development
Professional Secretaries



Patti Hathaway, Certified Speaking Professional, is known as The CHANGE AGENTSM

who guarantees your satisfaction with every program she presents. She tailors her content based on researching your organization's needs and delivers superb content with high energy, humor and visualize. Patti's expert balance between serious concepts and humorous illustrations raises audience receptivity, creating tremendous impact. Patti Hathaway effects change that impacts bottom-line returns. She cuts across all levels of your organization to give your people the no-nonsense direction they need to deal with today's rapidly changing environment.

**Changing People's
Perspective
to Produce
Results**



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