

THRIVING AMIDST CHANGE

Greater Pensacola Society of Human Resource Management, January 2021



Working from Home has its Challenges



YES, I WORK FROM HOME.



HOW DID YOU KNOW?



AGENDA

PROCESS
OF
CHANGE

IMPACT
OF
CHANGE

BUILDING
RESILIENCE

POLL

Considering these different types of changes: a) Organizational structure or Job change; b) People--team members, manager, clients; c) Technology; d) Knowledge or Skills; e) Parenting or Caretaking,

How many changes are you experiencing or have experienced in the last 6 months?

1. None
2. One or Two
3. Three or Four
4. More than Four

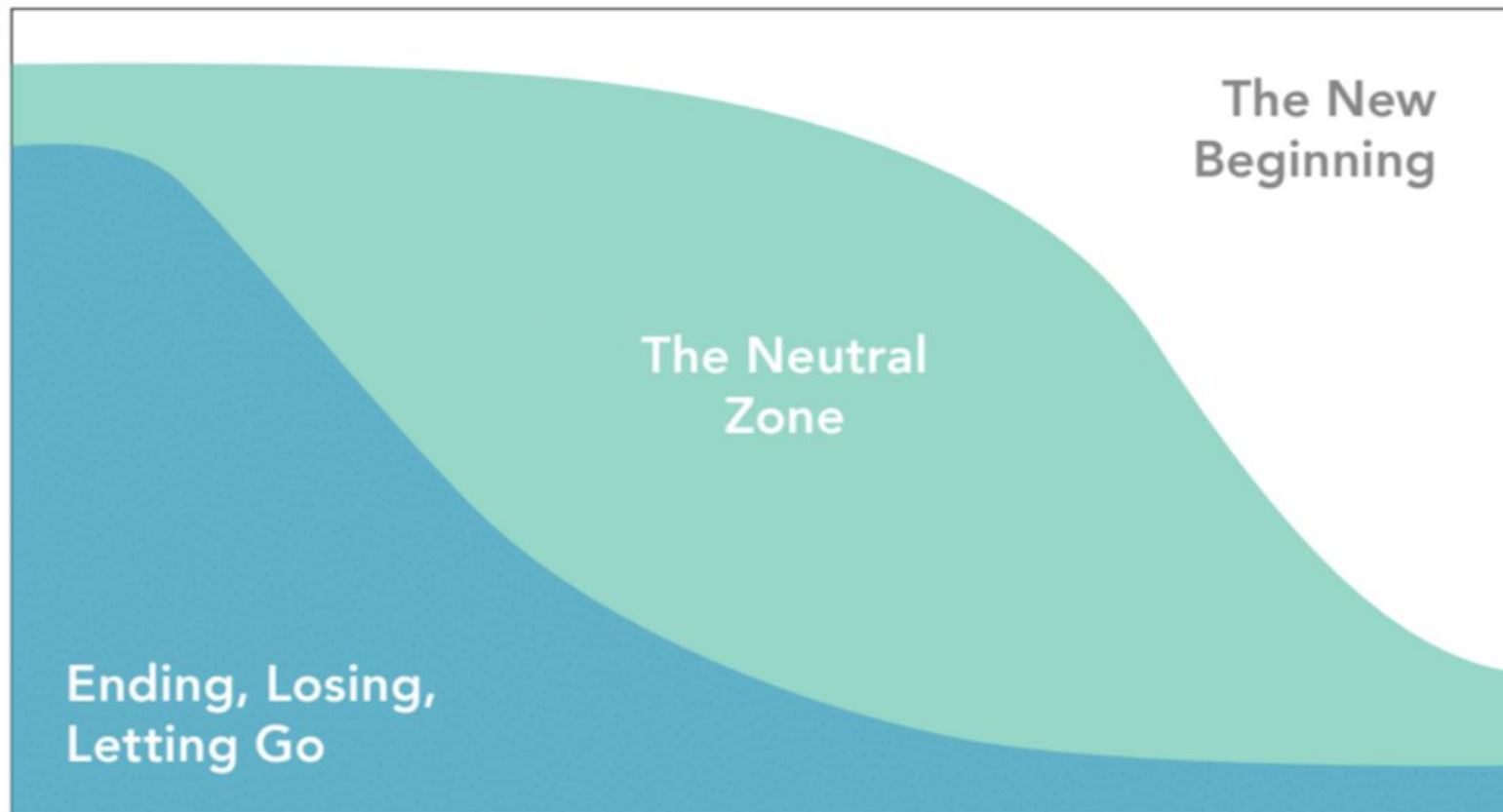
“Change is disturbing when it is done to us,

“exhilarating when it is done by us.”



PROCESS OF CHANGE

BRIDGE'S TRANSITION MODEL

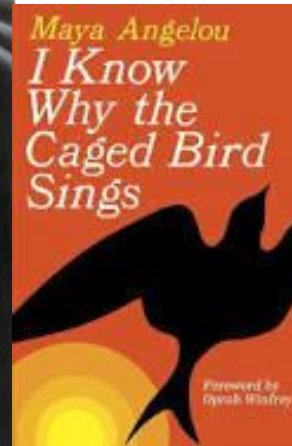


KUBLER-ROSS CHANGE CURVE





“Hope and fear
cannot occupy
the same
space. Invite
one to stay.”
— Maya Angelou



IMPACT OF CHANGE

THE COST OF STRESS



\$190 Billion is the cost of annual work stress related healthcare

Stanford University 2015

4 out of 5
Work is top source of stress

75%
Employees have more stress than last year

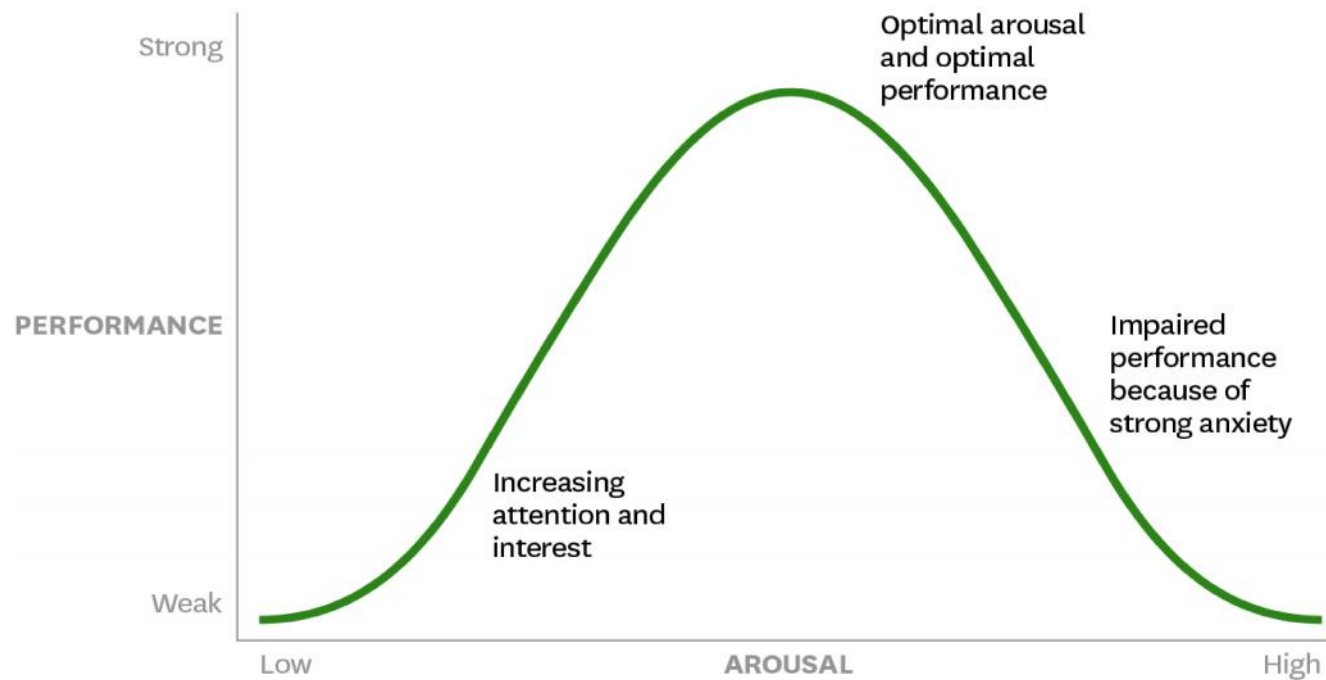
69%
Unproductive at work due to stress

Linked to leading causes of death

STRESS—TOO MUCH OR NOT ENOUGH

The Yerkes-Dodson Law

How anxiety affects performance.



SOURCE ROBERT M. YERKES AND JOHN D. DODSON

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POLL

What was your Perceived Stress Score? Scores range from 0-40.

1. 0-10
2. 11-20
3. 21-30
4. 31-40

BUILDING RESILIENCE

WHAT IS RESILIENCE?

the capacity to recover quickly from difficulties; toughness.



"It's not the strongest of the species that survive nor the most intelligent, but the one most responsive to change."

- Charles Darwin

WHAT IS RESILIENCE FOR HR PROFESSIONALS?

Resiliency re-sil-i-en-cy | \ri-'zil-yən(t)-sē\

1. the ability to recover quickly.
2. the ability to spring back into shape.
3. **the quality exhibited every day by HR professionals.**

Resiliency. It's what we do.

advocacy.shrm.org

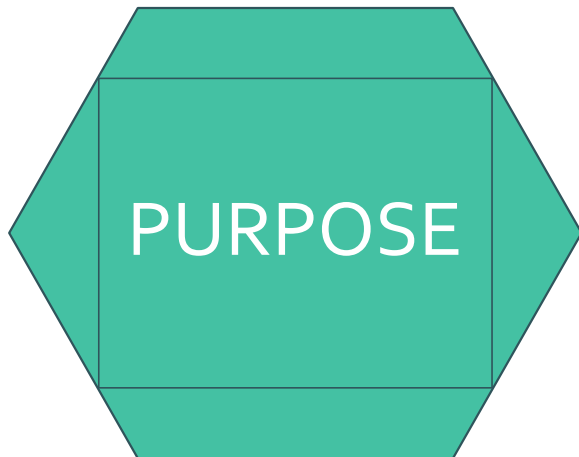


Advancing despite adversity.

SIX AREAS OF RESILIENCE



PURPOSE KEEPS YOU FOCUSED



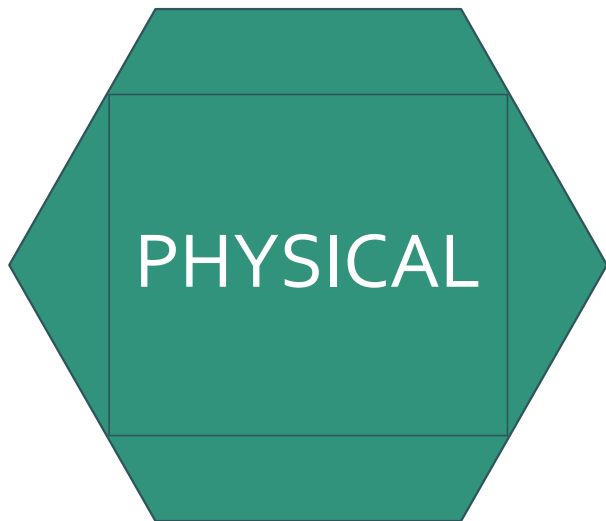
- Know what you want and why you want it
- Serves as an anchor keeping you from being blown off course
- Provides clarity making it easier to make decisions



“People take different roads seeking fulfillment and happiness. Just because they’re not on your road doesn’t mean they’ve gotten lost.”

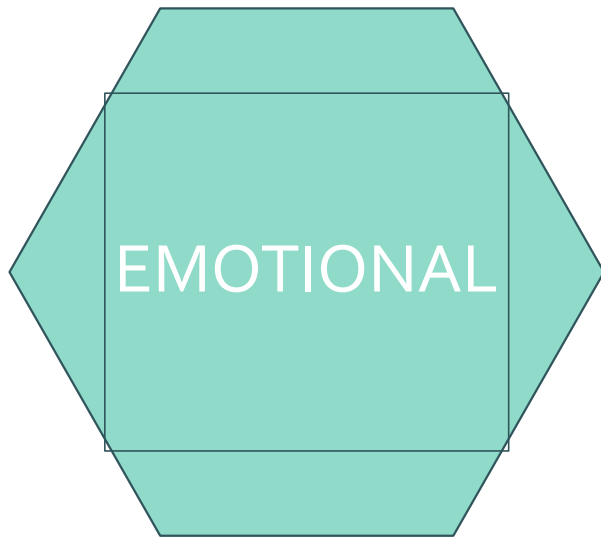
—*Dalai Lama*

PHYSICAL HEALTH IS FUNDAMENTAL



- Eat nutritional foods
- Maintain regular exercise
- Get a good night's sleep
- Practice stress management and relaxation techniques

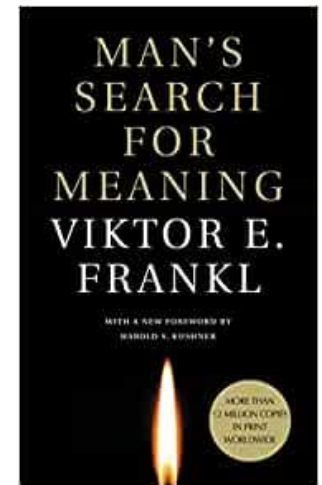
EMOTIONS ARE POWERFUL



- Beware of autopilot
- Maintain your composure—self-awareness and regulation
- Keep your emotional response in perspective; save your energy
- Resist the negativity bias

CONCENTRATION CAMP

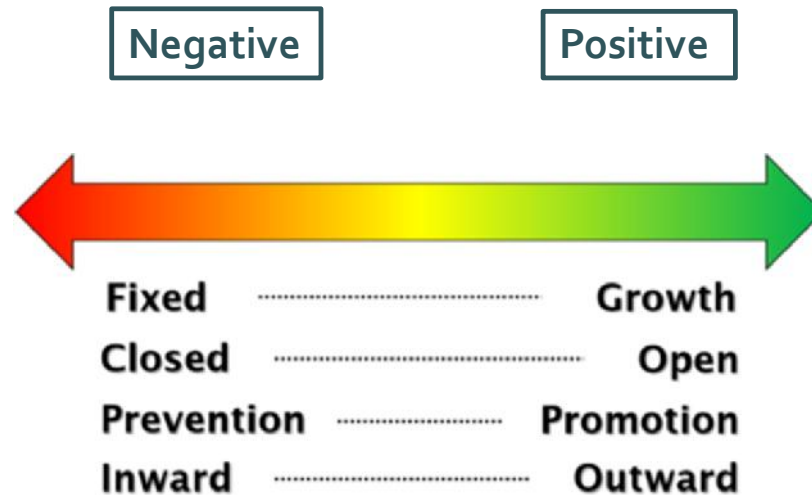
Auschwitz-Birkenau, Poland



Between stimulus and response there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.

--Viktor Frankl

MINDSETS ARE OUR MENTAL LENSES



FIXED MINDSET--NEGATIVE



**FIXED
MINDSET**

SELF-PROTECTING FEARS

- Looking bad
- Being judged
- Failure

COMMITTED TO

- Looking good
- Being viewed favorably
- Success at all costs

BEHAVIORS

- Avoid challenges
- Quick to give up
- Operate conservatively
- Cheat/lie
- Focus on image, not substance
- Shies away from new learning curves

GROWTH MINDSET--POSITIVE



**GROWTH
MINDSET**

EMPOWERING FEARS

- Not learning
- Missing opportunities
- Not contributing

COMMITTED TO

- Learning & growing
- Excelling
- Adding value

BEHAVIORS

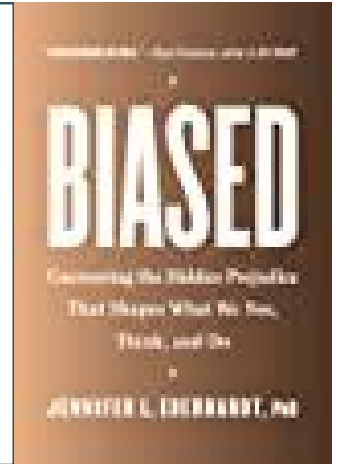
- Approach challenges
- Persist
- Seek advancement
- Honest & transparent
- Focus on our substance, not image
- Approaches new learning curves

OUR THOUGHTS ARE POWERFUL



"We choose what to pay attention to based on the ideas that we already have in our heads."

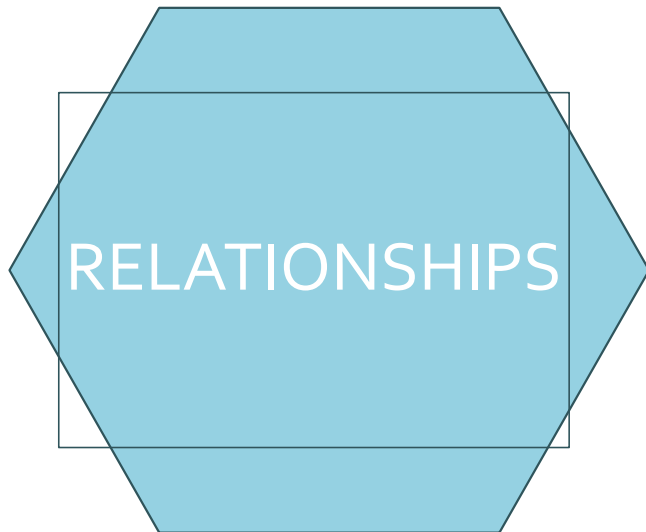
Jennifer Eberhardt



"The world as we have created it is a process of our thinking. It cannot be changed without changing our thinking."

—Albert Einstein

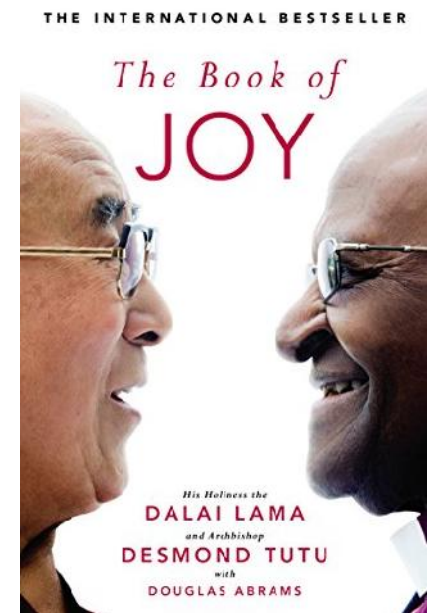
RELATIONSHIPS STRENGTHEN US



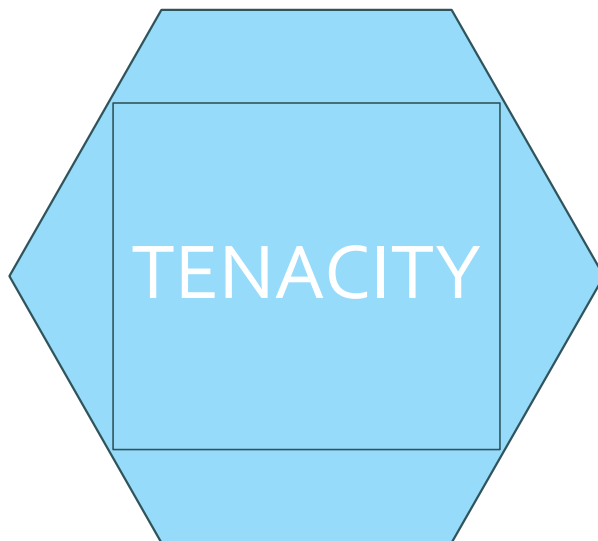
- Acknowledge that we are social beings
- Collaboration yields better results
- Build meaningful support networks
- Face-to-face interaction matters—
builds trust and improves creativity



“Taking care of others,
helping others,
ultimately is the way to
discover your own joy
and to have a happy life.”
--Desmond Tutu



TENACITY KEEPS US IN THE GAME



- Persist when problems arise
- Learn from your mistakes
- Practice realistic optimism
- Expect the unexpected



“Do not judge me by my success; judge me by how many times I fell down and got back up.”

-Nelson Mandela

SIX AREAS OF RESILIENCE



SHARE STORIES OF PERSONAL RESILIENCE

- You'll be placed in a breakout room with a few of your colleagues for 8-10 minutes.
- Discuss Resilience: Share Ideas
 - What's working for you? Consider the 6 Areas of Resilience: Purpose, Physical, Emotional, Mindset, Relationships, Tenacity. Share specifics.
 - How has this benefitted your team and your organization?
 - What needs strengthening? Consider the 6 Areas of Resilience. How might you start your improving your resilience?
- Bring ideas back to the larger group

IN SUMMARY

- Change is constant; speed of change is fast; change is personal
- Honor your Transitions—the ending, middle and new beginnings
- Build 6 Areas of Resilience
 - Purpose
 - Physical
 - Emotional
 - Mindset
 - Relationship
 - Tenacity

For God gave us a spirit not of fear but of power and love and self-control. 2Timothy 1:7

