



## Some things to look out for

Everyone reacts to change, but reactions are individual. Some things to watch out for are:-

- **Physical symptoms** such as headaches, butterfly stomach, grinding of teeth, pounding heart, sleeplessness and restlessness.
- Finding it difficult to concentrate and noticing an increased **error/accident rate**.
- Getting caught up in arguments and **feeling critical or defensive**.
- An unexplained **anxiousness or being easily upset or angry**.
- Having trouble maintaining your **focus on the task** in hand or **not meeting deadlines**.
- Feeling you have **lost your motivation**, being **tired and apathetic**. Not wanting to go to work.
- Finding that you are eating, **drinking alcohol or smoking** more than previously.

## Handling change

- **RECEIVE** the news, listen and say nothing.
- **CENTRE**, breathe deeply and tune into yourself.
- **NOTICE** your reaction.
- **DECIDE:-**
  - What type of change you have.
  - What information you need.
  - How much control of the process you will have.
  - Who are the people you can talk to about your feelings?
- **RE-LISTEN**, separate feelings and facts.
- **CLARIFY** or **FIND** any missing information.
- **REPEAT** the cycle until feelings and facts are understood.
- **DESIGN OPTIONS**

For further assistance contact:



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## Types of change

There are two types of organisational change: Incremental and Radical. It is important to decide which type of change you are facing, as the methods of dealing with each one is different.

**Incremental change** happens in steps, with the basis of the organisation remaining the same. An example of this type of change is an increase in production requirements.

To handle incremental change you engage your best problem solving strategies. These skills are directed to finding better plans, procedures and clarifications of roles.

**Radical change** is a significant change within the organisation, affecting its culture and values. Change of government is an example.

When radical change happens there is some attention given to establishing the organisations new identity. It is important to consider: Who are we? and, Why are we here? Problem solving will cause major difficulties unless the answer to these two important questions have been well established.

## Phases of the change process

It is important to remember that **change is a process** and everyone progresses through it at their own rate. While it may seem scary or uncomfortable, you will eventually arrive at a resolution of your discomfort.

### The OH NO! response

**Denial or shock** usually occurs quickly after receiving unwelcome news.

As this subsides it is followed by self doubt and resentment. This starts the **Resistance phase**. It is not unusual for unsubstantiated rumours and hidden or open sabotage to be practised at this time. Anger, frustration and irritability are common.

Sooner or later the inevitability of the change sinks in and the **Acceptance phase** occurs. Acceptance releases your energy which has been tied up in the struggle and introduces hope.

This leads to the **Opportunity phase**, where creativity takes over as new ideas are tried, accepted or rejected.

## Critical factors in handling change

Three factors will greatly influence how you handle change.

### PREDICTABILITY

If you could see the change coming you may be a little more prepared than those who were caught unaware. Information about, and the pace at which the change will occur helps reduce much of the pressure in times of change. It is important **to ask questions and expect answers!**

### CONTROLLABILITY

The more say you have in how the change will be handled, the more influential you will feel in the process.

### PERSONAL POWER

Your effectiveness during a change will be moderated by:-

- feelings you have about yourself.
- the degree to which you identify with the proposed change.
- the support of people you have around you.