

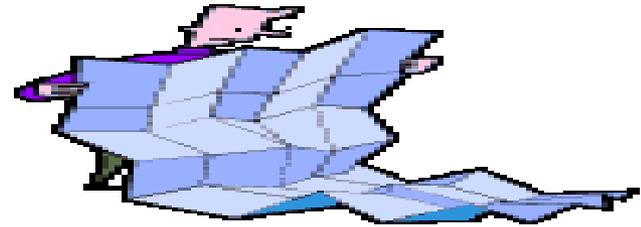
Emotional Aspects of Change

BBTS

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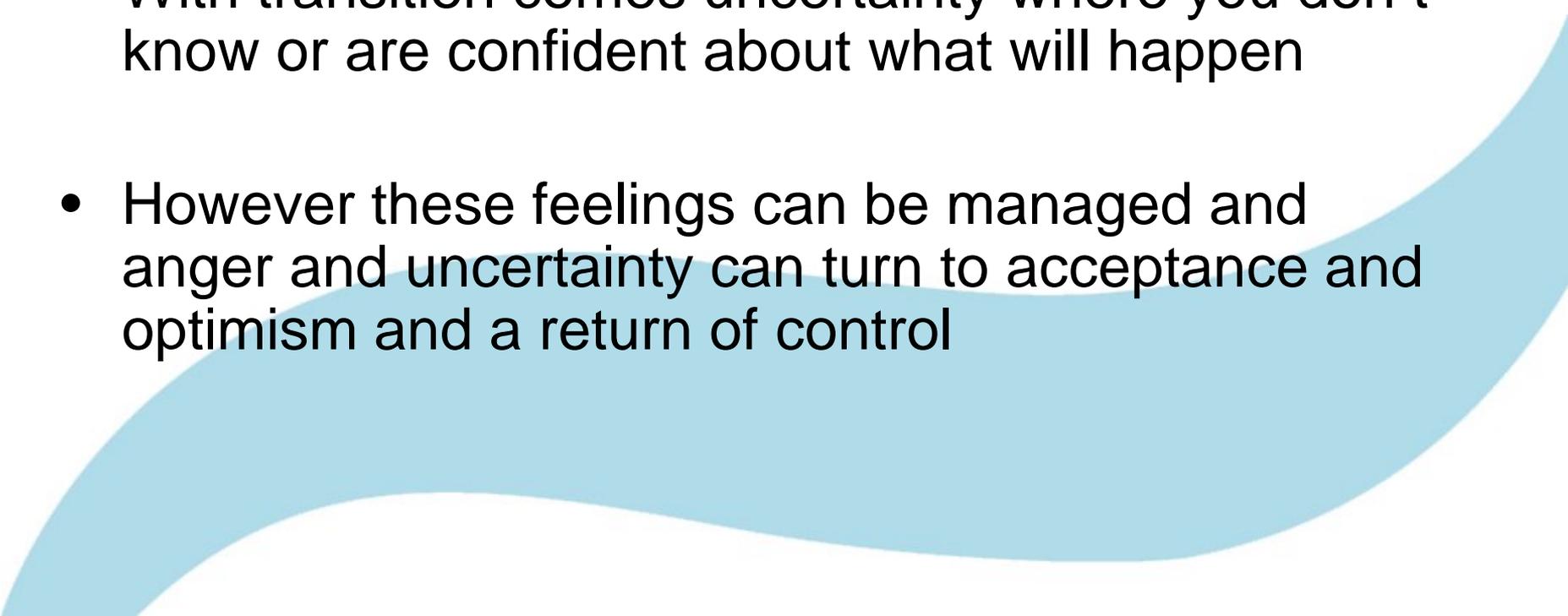
How are you feeling?



Change and Transition

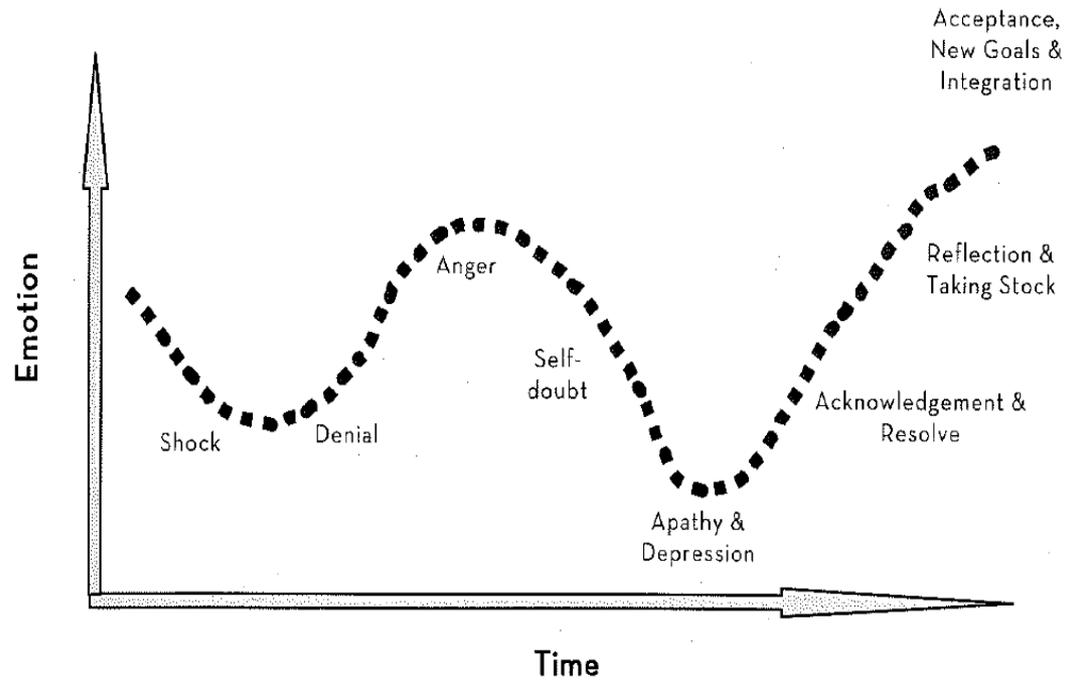
- **As human beings we handle enormous amounts of *change* throughout our lives but when a change is forced on us this seems to take on a whole new meaning and significance**
- **To some the idea of change is stimulating and exciting to others it brings feelings of insecurity and anxiety. For most of us it is a complex mixture of the two and no two people react or respond in the same way to change**

Change and Transition

- ***Transition*** perhaps describes more fully the experience in that it is a dynamic process
 - With transition comes uncertainty where you don't know or are confident about what will happen
 - However these feelings can be managed and anger and uncertainty can turn to acceptance and optimism and a return of control
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CHANGE & TRANSITION

You may be familiar with the Transition Curve - see below (based on the work of Kubler-Ross and the Bereavement Model)



Based on the work of Kubler-Ross

The emphasis here is obviously on change rather than pure loss, though there are some parallels in terms of loss of 'the known' and terms of reference. We all have both the resources and the responsibility to handle this in our own time and in our own way.

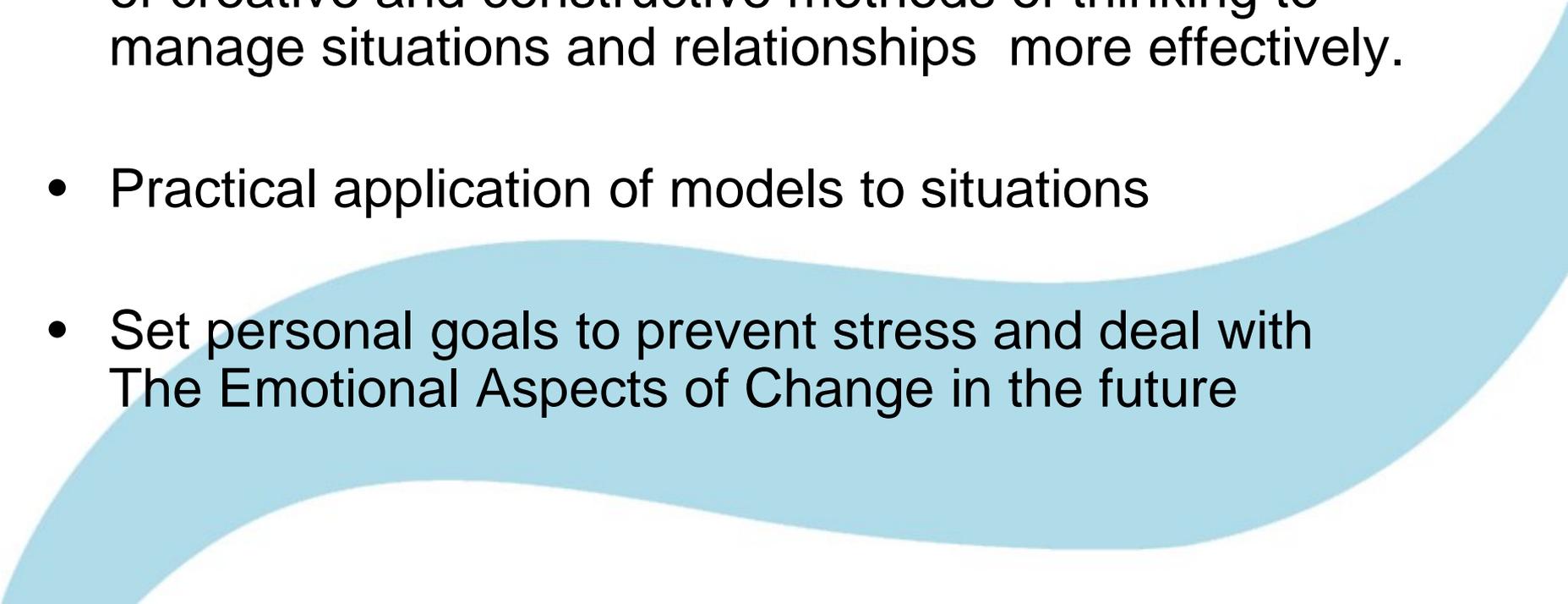
However, we also have an innate need for routine and the comfort of:

- knowing where we are
- knowing what is required
- confidence in our competence

Others of you may be familiar with William Bridges' Transition Model.

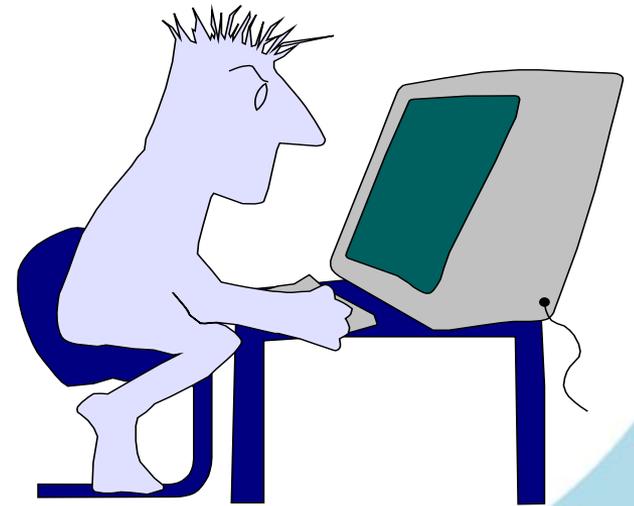
ENDINGS ➔	NEUTRAL ZONE ← ➔	NEW BEGINNINGS ➔
Anger	Anxiety	Anticipation
Sadness	Looking Back	Looking Forward
Depression	Scattered	Focused
Denial	Unclear Goals	Goal Orientated
Bargaining	Push - Pull	Energized
Resistance	Acceptance	Optimistic

Learning outcomes

- Improved understanding of what impact change can have is and how it manifests its self
 - Increased self awareness and ability to apply a range of creative and constructive methods of thinking to manage situations and relationships more effectively.
 - Practical application of models to situations
 - Set personal goals to prevent stress and deal with The Emotional Aspects of Change in the future
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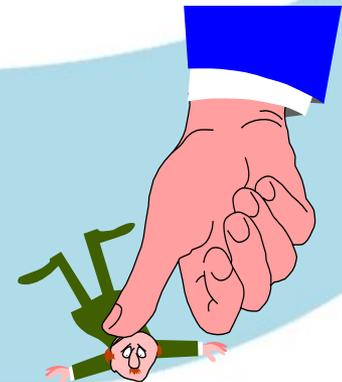
Behaviour Changes - Stage One

- The Hurry Pattern!
- Loss of sense of humour
- Not eating properly
- Time pressures - less social
- Foot tapping
- Making mistakes, missing deadlines
- Increased alcohol consumption



Behaviour Changes - Stage Two

- Memory loss, poor concentration
- Slamming desk drawers
- Anxious, demoralized
- Lack of confidence, low esteem
- Over-working, long hours
- Difficulty sleeping, waking early
- Impatient and intolerant

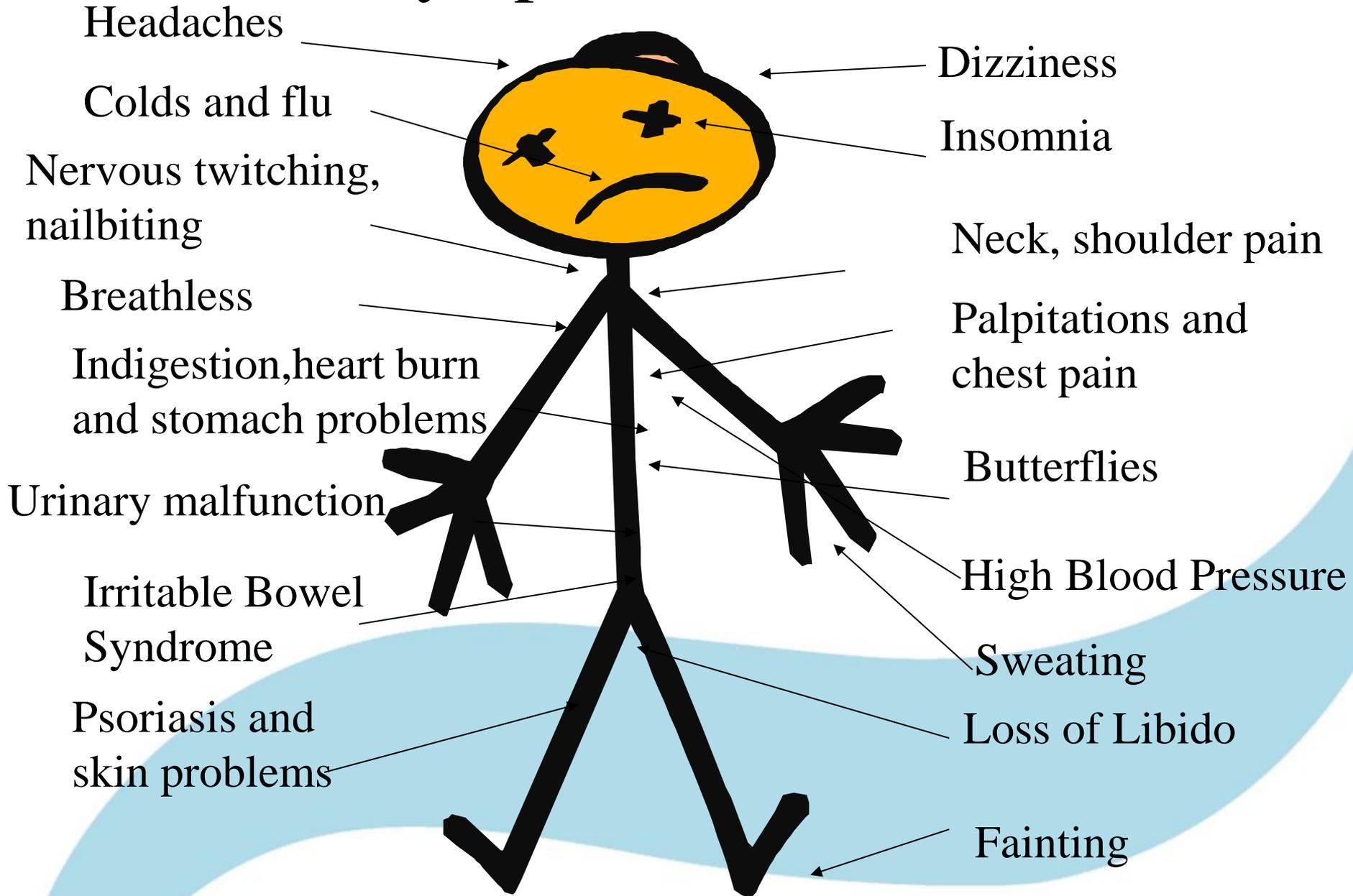


Behaviour Changes - Stage Three

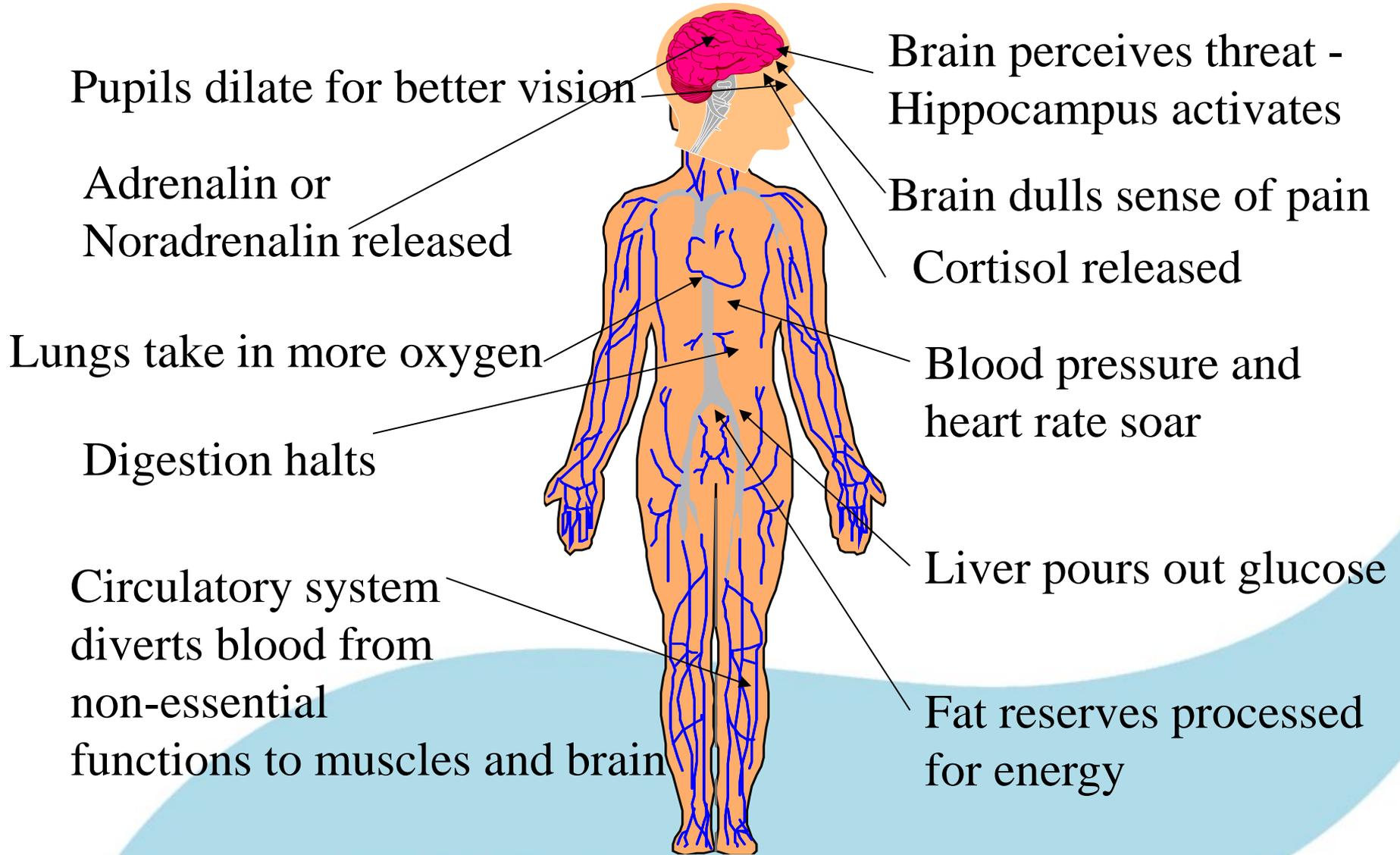
- Constantly tired, loss of energy
- Difficulty making decisions
- Tearful, unable to cope
- Burnout
- Clinical depression



Symptoms of Stress



Fight or Flight Response



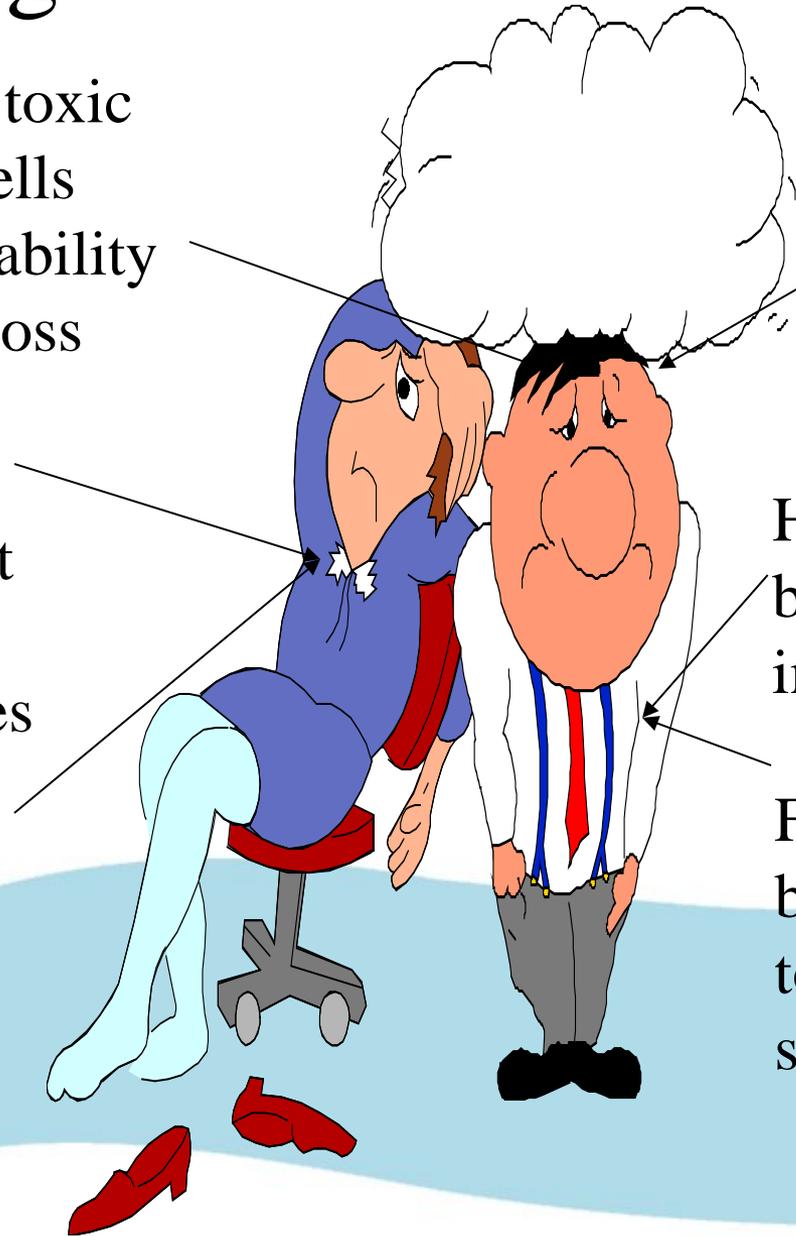
= Strength or Speed

Long-Term Health Effects

Cortisol becomes toxic
damaging brain cells
Reducing mental ability
causing memory loss

High levels of
glucose can effect
blood sugar level
leading to diabetes

Low blood flow
in intestines can
cause ulcers



Long-term cortisol
reduces immune
system

High heart rate and
blood coagulation
increases blood clotting

Fats form plaques in
blood vessels leading
to heart disease or
stroke

3 As:

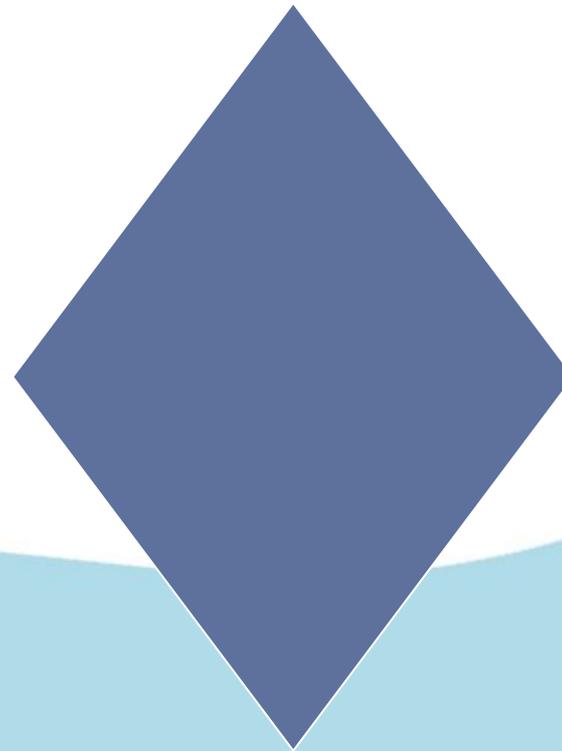
Action for Stressful Situations

- Alter
- Avoid
- Accept



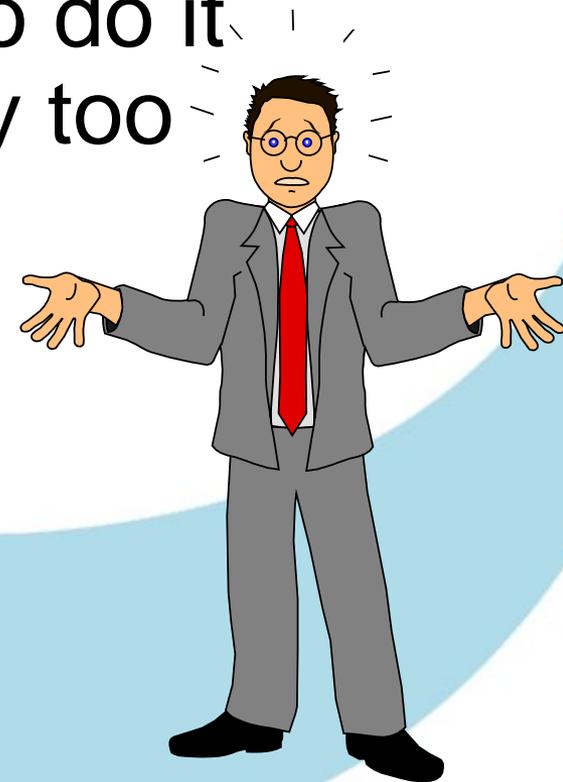
How thoughts affect behaviours

- Health effects
- Behaviours
- Emotions
- Thoughts



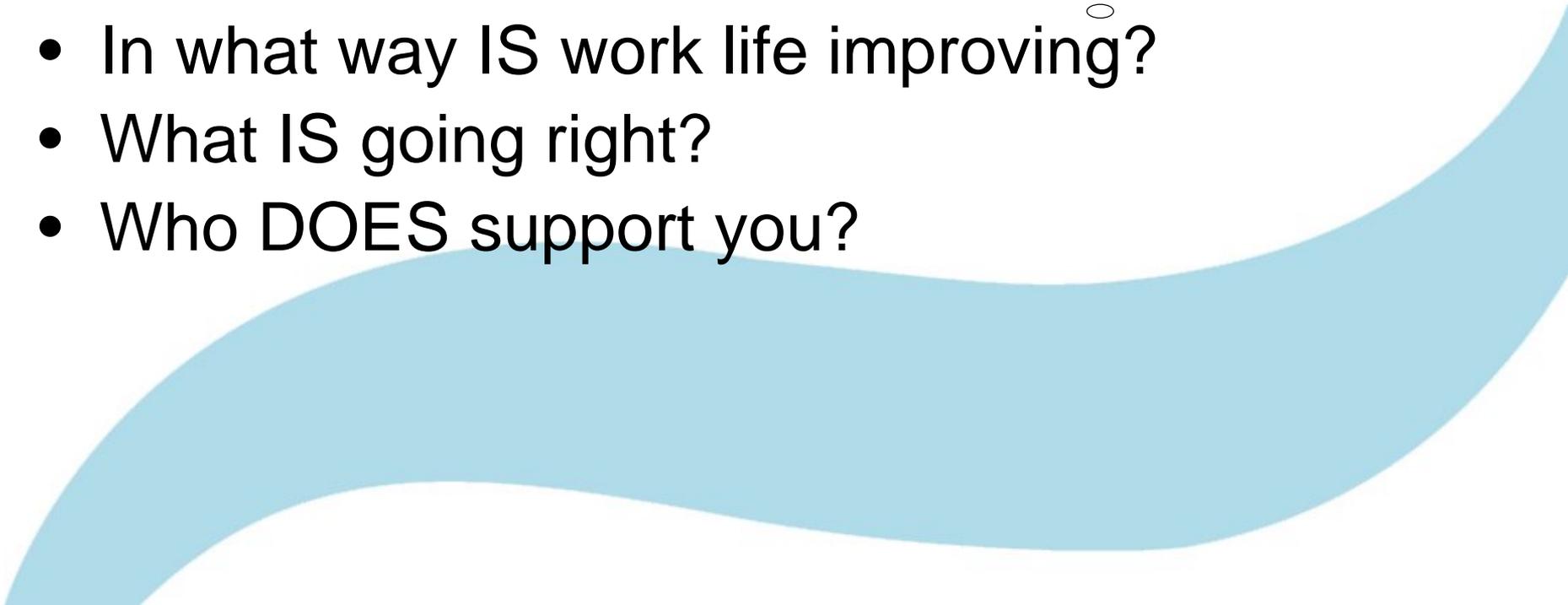
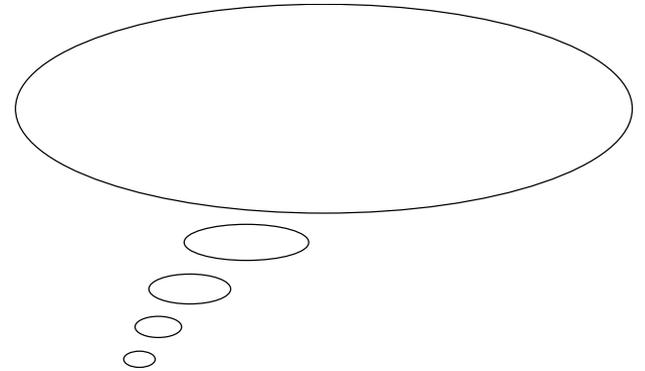
Expectations

- / think this is the right way to do it so they *should* do it this way too

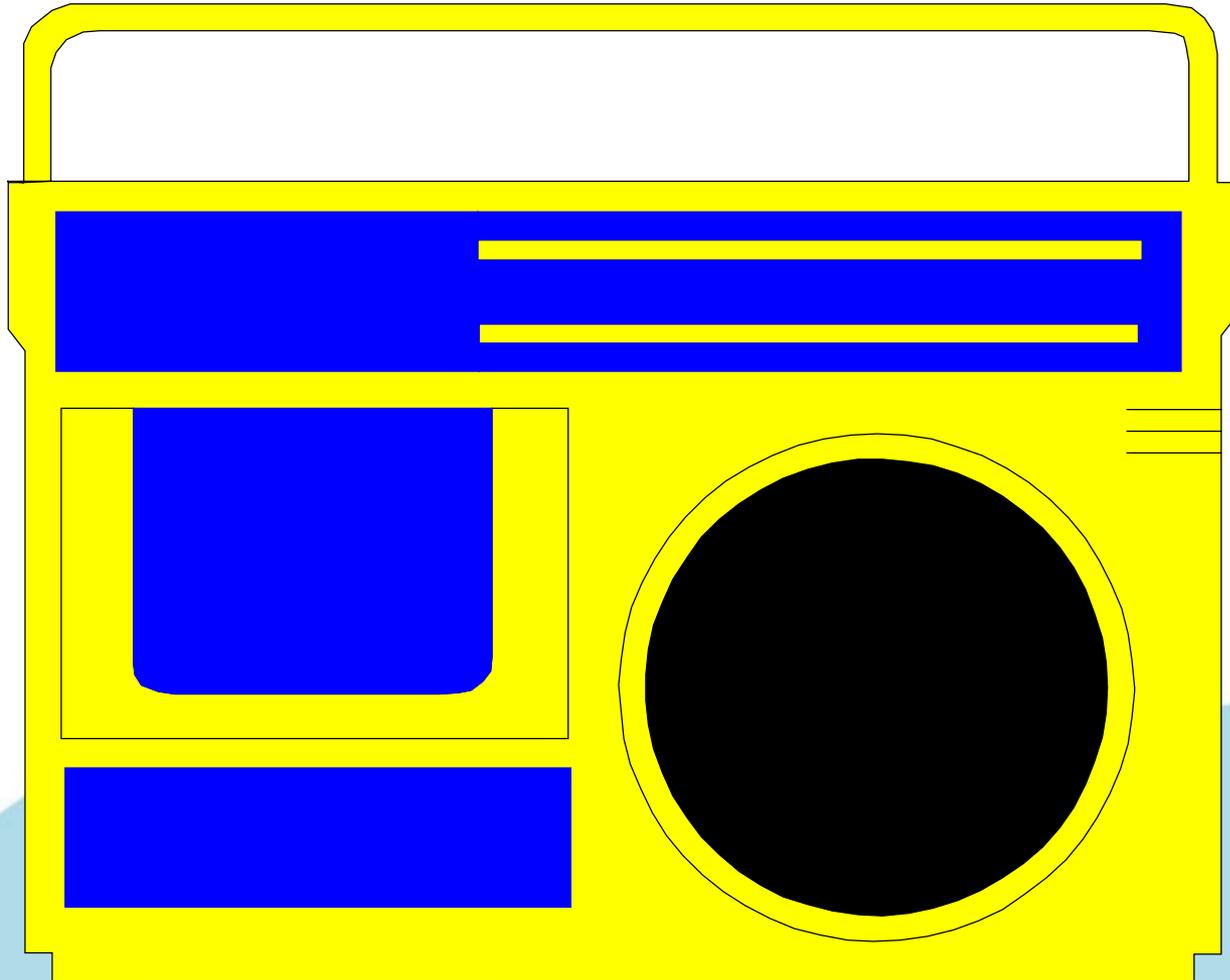


Helping yourself and others think positively

- What DOES work?
- In what way IS work life improving?
- What IS going right?
- Who DOES support you?



The Radio – Switch Stations



Assertive 3 Step Model



Actively listen & demonstrate you have heard



Say what you think or feel

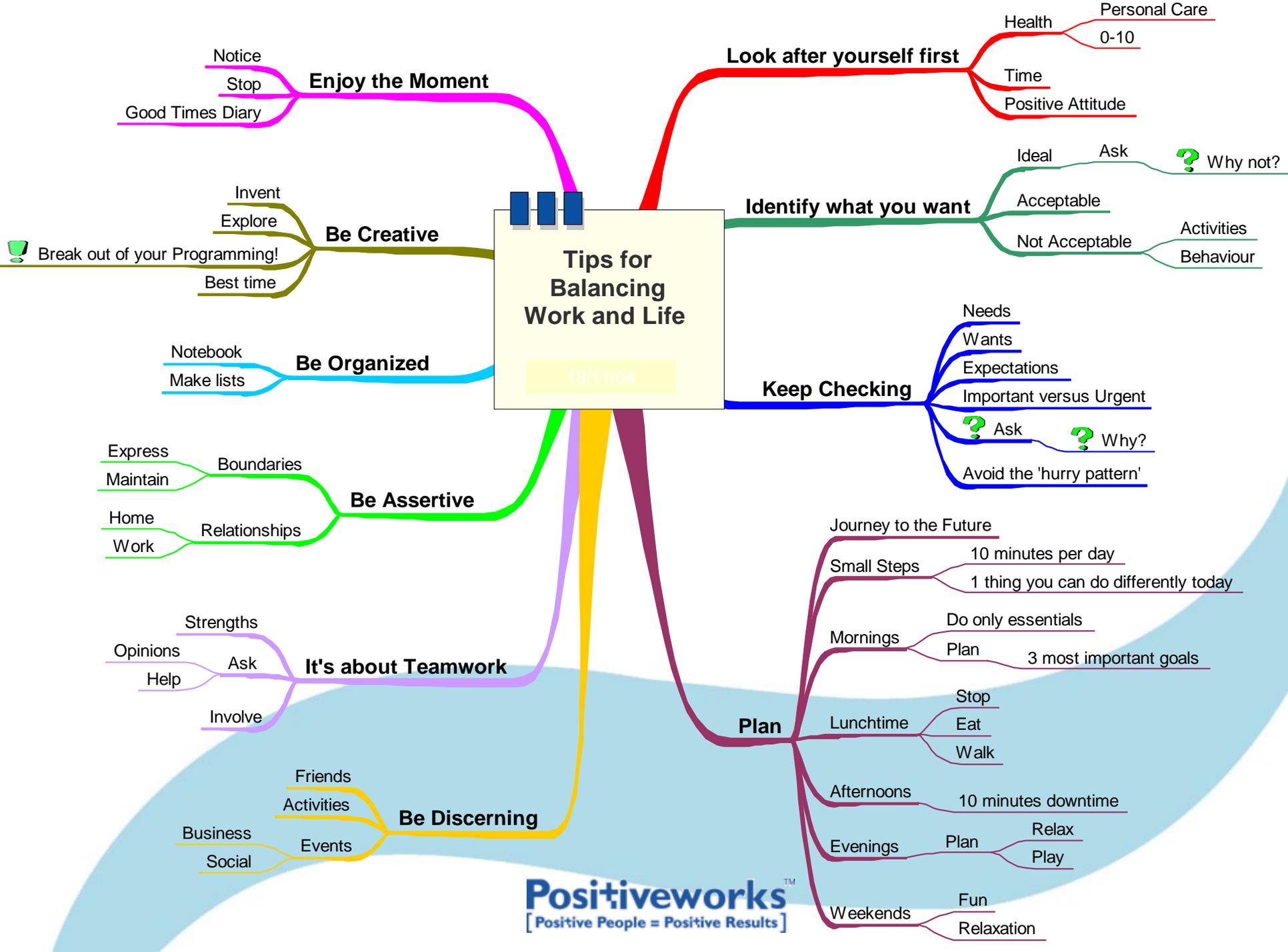


Say what you would like to happen
and suggest a win-win solution

WIN-WIN Communication

- Respecting oneself
- Giving respect to others
- Expressing needs
- Allowing others to express needs
- Being able to say “No”
- Being able to say “I don’t understand”
- Seeking a win-win solution





Tips for Balancing Work and Life
18/11/04

Enjoy the Moment

- Notice
- Stop
- Good Times Diary

Be Creative

- Invent
- Explore
- Break out of your Programming!
- Best time

Be Organized

- Notebook
- Make lists

Be Assertive

- Boundaries
 - Express
 - Maintain
- Relationships
 - Home
 - Work

It's about Teamwork

- Strengths
- Opinions
- Help
- Ask
 - Involve

Be Discerning

- Friends
- Activities
- Events
 - Business
 - Social

Look after yourself first

- Health
 - Personal Care
 - 0-10
- Time
- Positive Attitude

Identify what you want

- Ideal
 - Ask
 - Why not?
- Acceptable
- Not Acceptable
 - Activities
 - Behaviour

Keep Checking

- Needs
- Wants
- Expectations
- Important versus Urgent
 - Ask
 - Why?
- Avoid the 'hurry pattern'

Plan

- Journey to the Future
- Small Steps
 - 10 minutes per day
 - 1 thing you can do differently today
- Mornings
 - Do only essentials
 - Plan 3 most important goals
- Lunchtime
 - Stop
 - Eat
 - Walk
- Afternoons
 - 10 minutes downtime
- Evenings
 - Plan Relax
 - Play
- Weekends
 - Fun
 - Relaxation