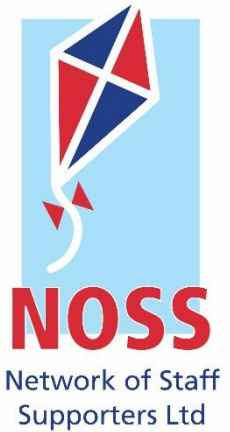




# Surviving change

“In a Nutshell”

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- **Attitude** - Change is everywhere. Do not lament the passing of the good old days; they will not be back. Instead, be willing to move ahead and make change a positive presence in your life.
- **Balance** - Keep a sense of variety in your life. Balance the often harsh demands of a changing job or workplace with imaginative hobbies and enjoyable recreation.
- **Challenge** - You can look at the effects of change as obstacles or challenges. When you see change as a series of exciting challenges, you become a master and leader of change.
- **Data** - Data and information is power. Learn how to collect, analyse and use data, and you will master your changing workplace.
- **Enthusiasm** - You cannot always put a happy face on change. But remember: It is the enthusiastic people who make change work. Stay positive!
- **Fear** - Recognise the causes of fear during changing times: a lack of specialized knowledge, ambiguous rules and directions, and trepidation over venturing into unknown territory. Face these fears and resolve to move on.
- **Goals** - Change gives you the opportunity to set and reach new goals. Chart new aims for yourself, even when they are not written down. And then seize every opportunity to reach toward them.
- **Habits** - One of the hallmarks of change is that old traditions and habits are swept aside in favour of new ones. Look and listen for the habits, etiquette and behaviour that mark your "new" working conditions and act accordingly.
- **Ingenuity** - A spirit of innovation and flexibility is crucial during times of change, especially when it comes to solving problems.
- **Jobs** - Change may have a lasting effect on your job or career. Think about where you are going a year from now, five years from now or ten years from now. Resolve to learn the new skills you need. And give yourself the work experiences that will lead to success.
- **Knowledge** - Most changing work environments require knowledge of new quality processes, marketing techniques, technology and people. Arm yourself with as many training and educational opportunities as you can.
- **Listening** - Listen and learn. Soak up everything that people around you say. Listen for the subtle expectations of decision makers. Read between the lines of memoranda, reports and bulletins.
- **Mistakes** - You will make mistakes during times of change lots of them. Do not be afraid of mistakes; rather learn from them.
- **Negotiation** - When things change, you will work closely with other people, perhaps in teams or informal networks. The more negotiating skills you develop, the better you will be able to communicate with others and adjust to the needs of the team.
- **Opportunities** - Change brings opportunities to ambitious people. Look for ways to boost your skills, innovate, take on new responsibilities and try out new ideas. People will recognize you for your drive.

- **Proactive** - When you see something that needs doing, do it. Be the first on the block to seize the opportunities change brings about.
- **Quality** - Change is vitality concerned with quality that never-ending commitment to improving processes, products and customer service. Foster quality in your everyday work and let the people around you notice your commitment to this ideal.
- **Relationships** - Find a support person, someone who can offer helpful constructive guidance during the more difficult moments of change. This individual, perhaps a co-worker, supervisor, mentor or friend, will be invaluable in helping you navigate the rocky waters of change.
- **Stages** - Most change goes through stages. It often begins with a compelling need for change, followed by a radical restructuring of the work environment. Then comes struggle, followed by a growing commitment among the people involved. Soon more problems creep in, and it's only after you attack these head-on that new achievements come about.
- **Gossip** - This is rife at times of change, unhelpful unsubstantiated and a method of undermining progress either inadvertently or knowingly. It diminished you to be involved and you will be regarded as a negative troublemaker.
- **Trivialities** - During hectic, stress-filled times, it is easy to micromanage details or spend lots of time on trivial details. Avoid this. Focus instead on the big picture. Do not let the important goals out of your sight.
- **Values** - All change is, first and foremost, a change in values. Understand how the values and underlying mission of your organization is changing. Embrace these new values, practice them, and spread them to others as intently as you can. The result: greater satisfaction with the changes around you and more opportunities to make change work.