



HANDLING CHANGE IN CHALLENGING TIMES

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1

Ask: What's good about this?
Be grateful for all that
you have
Vividly imagine what you want

2



3

Change often brings
something new and better

4

HANDLING CHANGE

"It is not the strongest of the
species that survive, nor the most
intelligent, but the one most
responsive to change."
—Charles Darwin

5

HANDLING CHANGE

"When one door closes another
door opens; but if we often look so
long and so regretfully upon the
closed door, we do not see the ones
which open for us."
—Alexander Graham Bell

6

HANDLING CHANGE

"You must be the change you wish to see in the world."

—Mohandas Gandhi

7

CHANGE HAPPENS

- Change is inevitable
- Change is a fact of life
- The only certainty is that things will change

8

REACTIONS TO CHANGE

1. Attack, sabotage
2. Foot-dragging, complaints
3. Apathy
4. Indifference
5. Neutrality
6. Acceptance
7. Support
8. Cooperation
9. Identity, Commitment

9

4 PHASES OF CHANGE

1. DENIAL: withdrawal, "business as usual" attitude, focus on the past. There is activity but not much gets done.

10

4 PHASES OF CHANGE

2. RESISTANCE: Anger, blame, anxiety, depression. "What's the difference: this organization doesn't care" attitude.

11

4 PHASES OF CHANGE

3. EXPLORATION: New ideas but a lack of focus. "Let's try this, what about this, what about that." Confusion and chaos.

12

4 PHASES OF CHANGE

4. COMMITMENT: Employees begin working together. There is cooperation and a better focus. "How can we work on this?"

13

CHOICES ABOUT CHANGE

- When we RESPOND to change we have more power and control
- We can consciously choose how we respond

14

ESTABLISH URGENCY

- People need a compelling reason to change – or they don't
- People tend to not change until they are forced to or have very strong reasons why they must.
- Purposely create stronger reasons in your mind to give yourself the power and energy to implement changes

15

URGENCY & IMPORTANCE

- Create the vision of what change can do for you
- Plan the steps to make the change
 - Change is possible
 - Change is necessary
 - Change is desirable

16

THE PROCESS OF CHANGE

1. Prepare
2. Plan
3. Implement
4. Celebrate

17

PREPARE

- Write out the change in detail
- Anticipate questions, objections and concerns that you may have
- Anticipate the unforeseen, the unexpected and setbacks
- Anticipate the impact on personal performance and productivity
- Anticipate the skills and knowledge needed to master the change

18

PLAN

- Think it through
- Make contingency plans
- Think of options to the proposed change
- Encourage input from your support team
- Don't make additional changes that aren't critical
- Set a time table and objectives so progress can be measured

19

IMPLEMENT

- Take clear, deliberate action to accomplish goals
- Get training in new skills and coaching in new behaviors
- Think and act creatively
- Reflect and evaluate
- Monitor the change process
- Get feedback from others

20

CELEBRATE

- Share your accomplishments
- Recognize individuals who helped make your change happen smoothly
- Reward yourself in positive, supportive ways

21

HOW TO HANDLE CHANGE

- Ask What's Good About This?
- Count your blessings
- Focus on what's important and meaningful
- Do what brings you joy
- Have a sense of humor
- Stay positive with words and actions

22

HOW TO HANDLE CHANGE

- Nurture yourself
- Reduce stress and improve diet
- Get moving physically
- Use your spiritual strength

23

ACTION PLAN FOR CHANGE

1. What is one situation that I want to change?
2. Why is it urgent and important for me to make this change now?
3. What are the obstacles in being able to make the change?
4. How will I benefit from making this change?

24

ACTION PLAN FOR CHANGE

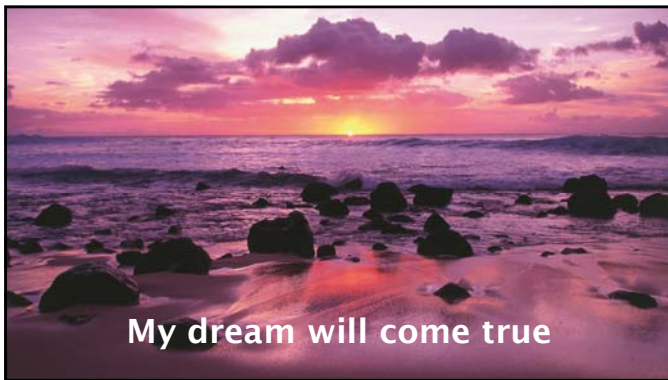
5. What skills or knowledge do I need to make the change?
6. What are the necessary steps to implement the change?
7. When do I want this change to be completed?
8. How will I celebrate when the change is accomplished?

25

PUT YOUR DREAMS TO WORK

1. Know Your Dream
2. Vividly Imagine
3. Sense of Urgency
4. Make a Plan
5. Take Action
6. Persevere
7. Higher Power

26



27



28