

The Lonely Life of a Change Agent



Strategies for Support and Effectiveness

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Strategies for Support and Effectiveness

Who is a Change Agent?

- Someone who acts as a catalyst for change
- The goal of a change agent is to make changes that stick



Irritant



Result

Lonely Life of a Change Agent



Resilience and Resistance

Both are essential to the change process

- **Resilience** the ability to quickly recover from change or misfortune, and to "bounce back."
- Human beings have a naturally resilient nature but it must be nurtured or it will be diminished.

Resistance the ability of an organism to govern the pace of change and resist harmful influences.

Resistance is normal.



Top 10 Reasons People Resist Change...

- | | |
|---------------------------------------|---------------------------|
| 10. Loss of control | 5. Doubt about competence |
| 9. Uncertainty | 4. Ripple effects |
| 8. Surprises | 3. More work |
| 7. Adjusting to difference (new-ness) | 2. Past resentments |
| 6. Loss of face | 1. Threat to security |

Why Would People Support Change?

1. Personal gain
2. New challenge
3. The change makes sense
4. Provided input
5. Respect for agent
6. Good timing



Comfort Zone...

The comfort zone

- anxiety-neutral behavioral state
- Requires a limited set of behaviors
- steady level of performance
- usually without a sense of risk

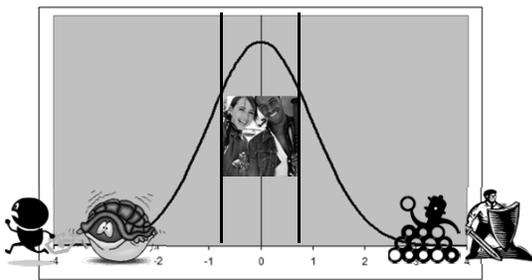
A person who has established a comfort zone in a particular axis of his or her life, will **tend to stay within that zone**

To step out of the comfort zone

- raises the anxiety level
- stress response
- enhanced level of concentration and focus
- or panic

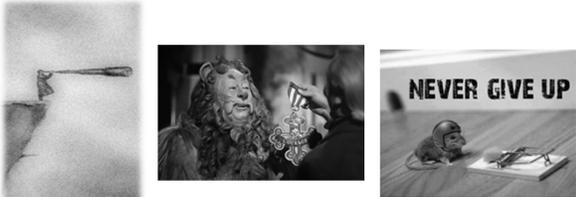
experiment with new and **different behaviors** experience new and **different responses** that then occur within their environment.

Frequency Distribution



Comfort Zone

Successful Catalysts of Change have...

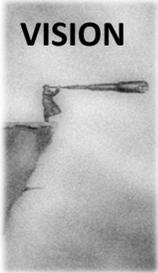


VISION COURAGE PERSISTENCE

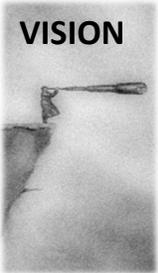
Have and communicate a clear vision

Work Well:

Everything a state employee or visitor sees, hears, feels, touches or tastes supports their intention to be healthy.



Sell the Problem and the Solution



Example:

“Behind every worksite injury, there is a productivity opportunity trying to emerge”

Demonstrate the courage to...

- Align with fears first buy listening
- Ask tough questions
- Set ambitious goals
- Role model



COURAGE

Listening



COURAGE

Effective communication does not begin until people feel heard. Allow people to express their concerns about change

Be willing to listen and learn.

Confidence & Hope:
"We can succeed together."

- Previous challenges and successes.
- Lead by example.
- You are there as a resource.



NEVER GIVE UP

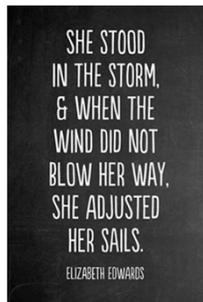
PERSISTENCE

Build Resilience



Characteristics of Resiliency

- Positivity
- Focus
- Flexibility
- Organization
- Proactivity



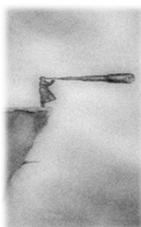
Resilience Tips for Change Agents

- Hold a light attitude.
- Don't beat yourself up or dwell on mistakes or failures.
- Look after yourself and schedule time for rest and pure play.
- Notice when you're resisting reality.

Resilience Tips for Change Agents

- Stay open to different ways that you could close the gap between reality and your vision.
- Don't entertain feedback and anxiety from other people.
- Resist complaining about not being where you want to be.

Successful Catalysts of Change have...



VISION



COURAGE



PERSISTENCE

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