

## Thriving in a Changing World

It is transition, not change, that people resist.  
-William Bridges

The nature of change  
Role of the change agent  
Negotiating skills  
Stress hardness

## Times are Changing

- Ready or not
- Stages of change
  - Ending
  - Neutral zone
  - New beginning
- How/why we resist

Sense of coherence-prevailing feeling that environments are predictable, that things will work out as well as possible with the right resources and an understanding of why change is important and worth it. -Anton Antonovsky

## Role of the Change Agent

But if they (change agents) get too far out,  
if they don't circle back, they lose people.  
-Tom Kasten

- Power of communication
- Responding to rumors
- Leading others through change

## Negotiating for What You Want

Whenever people exchange ideas with the intention of changing relationships,  
whenever they confer for agreement, they are negotiating. -G. Nierenberg

- The Facts (Roger Dawson)
  - You are always negotiating
  - Anything you want is owned or controlled by someone else
  - There are predictable responses
  - There are three critical factors to every negotiation
    - understanding power
    - information
    - and the time element
  - People are different and have different personality styles

## When Negotiations fail.....

- Know when to stop
- Stay stress hardy
  - Three C's
  - Wiggle room
  - Accepting what you cannot change
- Coping skills
  - Be ready physically
  - Be ready mentally
  - Flight is okay
  - Communicate assertively
  - Reorganize your time-traditional and humane time management

## Suggested Reading List

- |   |                              |
|---|------------------------------|
| ■ The Art of Negotiating                        | Gerard Nierenberg            |
| ■ Getting Past No                               | William Ury                  |
| ■ How to Get Control of Your Time and Your Life | Alan Lakein                  |
| ■ Managing Transitions                          | Wm Bridges                   |
| ■ Secrets of Power Negotiating                  | Roger Dawson                 |
| ■ Stress, Coping and Health in Families         | H. McCubbin,<br>E. Thompson, |
| ■ Transitions- Making Sense of Life's Changes   | Wm Bridges                   |

We must take change by the hand or rest assuredly, change will take us by the throat  
-Winston Churchill