



## Workplace change for managers

Change is a word that inspires both fear and hope. Today's business environment is constantly evolving as it adjusts to market trends, new competition and technology, global crisis such as pandemics, etc. Restructuring, outsourcing, downsizing, changing priorities, and shifting to virtual work are all common place in today's environment.

There is a certain comfort to be found in the routine and the familiar. When those things are the subject of change (or even the potential subject of change) it can be easy to succumb to emotions like fear, anxiety, denial, anger and sadness. Change involves saying goodbye to the old normal as you knew it. But, if we immediately assume the worst, we're merely focusing on loss. The reality is change can also bring great opportunity.

How can the opportunity be found? Accept that change involves a period of uncertainty. You were used to the way things were. You knew your role and how to do it well. Now you are exploring what your new normal will look like. This phase is characterized by discomfort, but also creativity. Maintaining a flexible mindset can help you consider diverse perspectives and new creative opportunities can be identified. People can have a wide range of emotions while they work through uncertainty, both positive and negative. Hope, anticipation, relief, denial that the change is happening, anger, and sadness are very common.

Finally, change involves moving forward in a new way. Well-managed transitions help people clearly understand their new roles and establish a sense of purpose. This can be a time of excitement and renewal.

- **Take good care of yourself.** You cannot be in the position to manage and support others if you do not acknowledge your own needs. The EAP is for managers, too.

How the employee manages their post-traumatic incident stress can have a major effect on their physical and psychological recovery and the speed with which they can return to being a productive member of your team or group. The importance of your role in that recovery should not be underestimated.



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