

Thriving through Change

an Insights Discovery program
Facilitated by: Becky Pertzborn



Vita Plus Midwest Dairy Conference

1



Thriving through Change

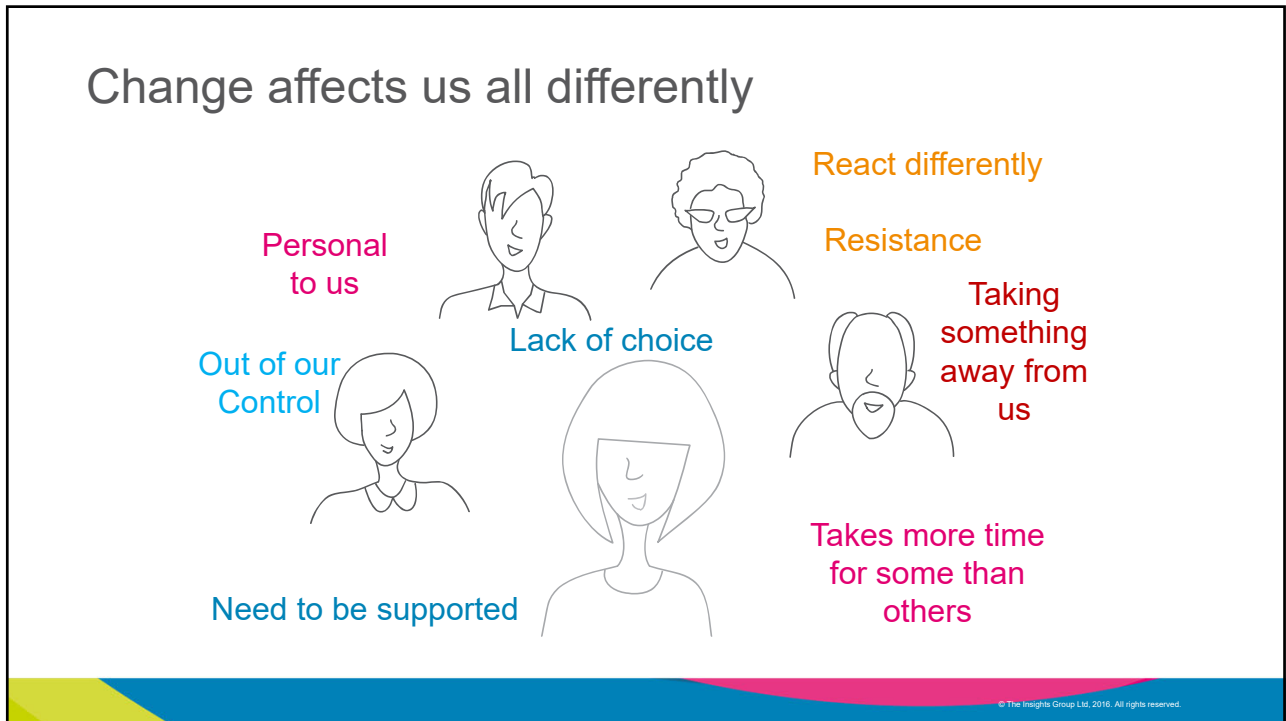
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2



3



4

Three types of change

Change can largely be placed into three categories ... similarities are in their impact.



Shock



Evolutionary



Strategic

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5

DO: Change inventory

Identify a recent change you have experienced over the past 12 months...

- a) Identify what type of change this is for you (shock or evolutionary or strategic)
- b) Note whether your *initial* perception was positive or negative

With the people around you...

- a) Compare the changes you identified and your initial perceptions about these changes

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6

Psychology of change

- Change is disruptive
- Resistance often arises (whether change is perceived as positive or negative)
- Each person moves through change in stages
- Every person moves through these stages at a different pace and with different emotions
- Our preferences, values, and history have a direct impact on how we experience change

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7

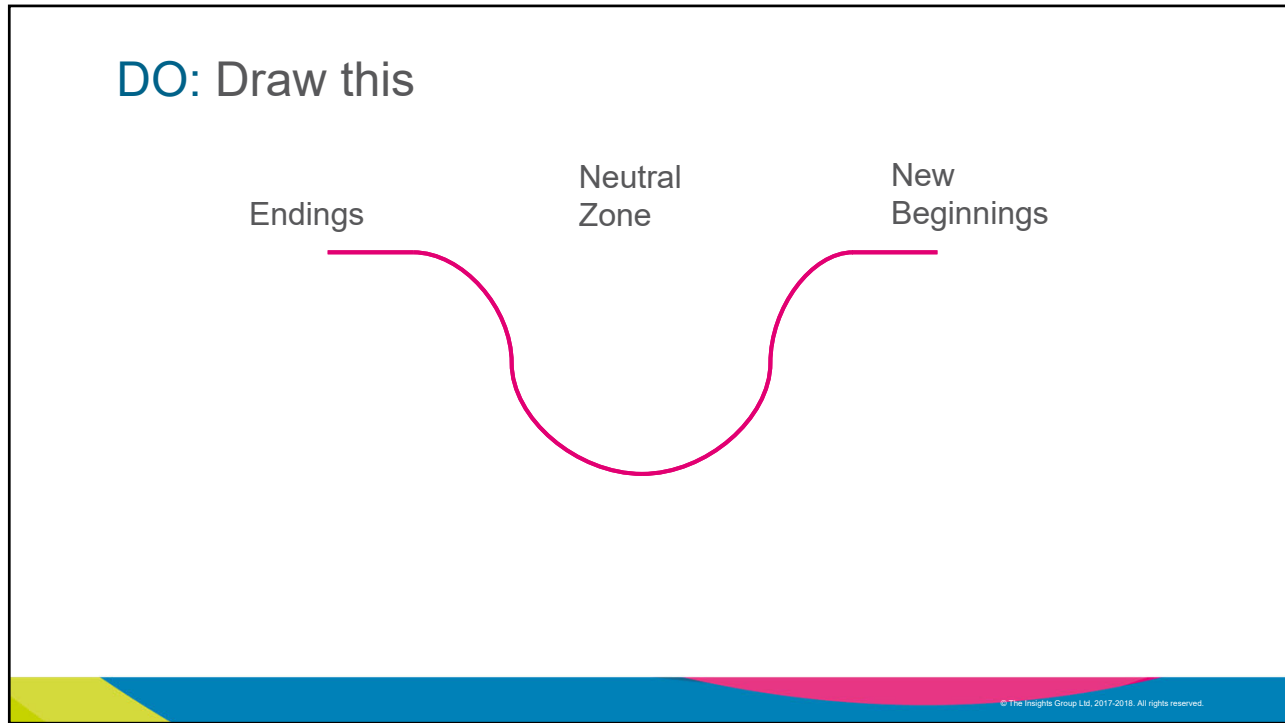
Defining change and transition

“It isn’t the changes that do you in, it’s the transitions. Change is not the same as transition. **CHANGE is situational**: the new site, the new boss, the new roles, the new policy. **TRANSITION is the psychological process people go through** to come to terms with the new situation. **Change is external, transition is internal.**”

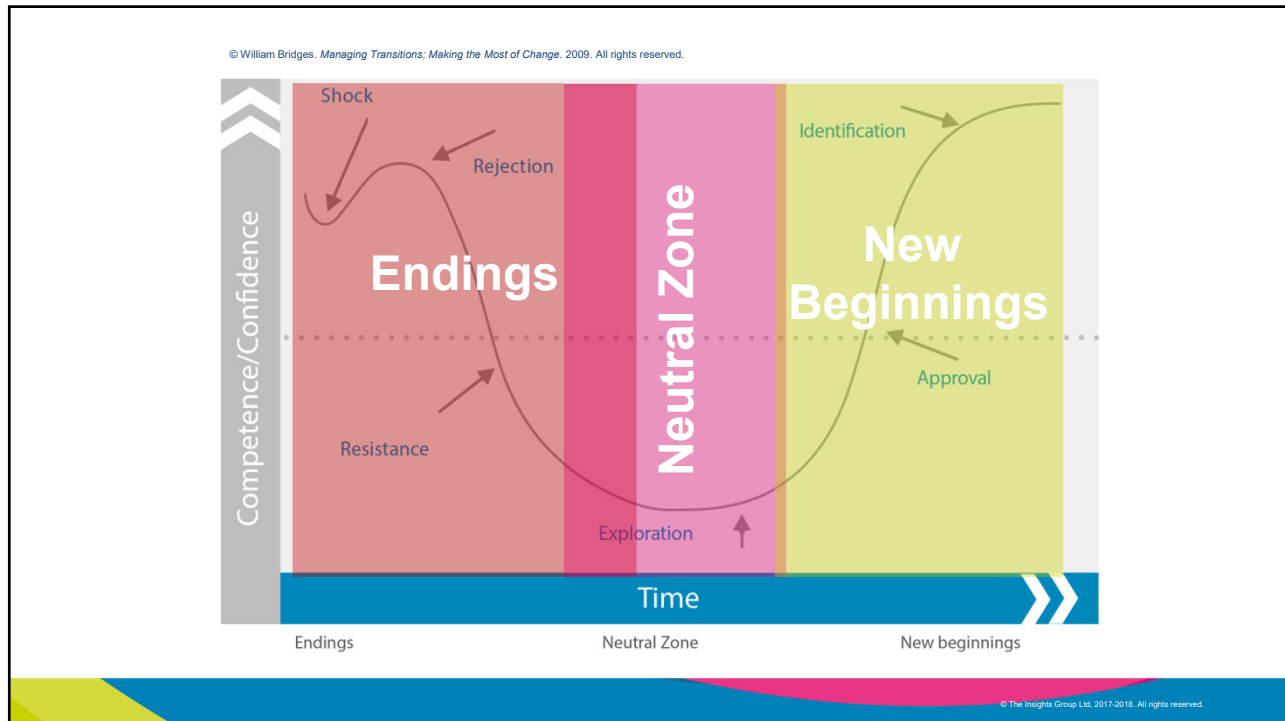
– William Bridges, [Managing Transitions](#)

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8



9



10

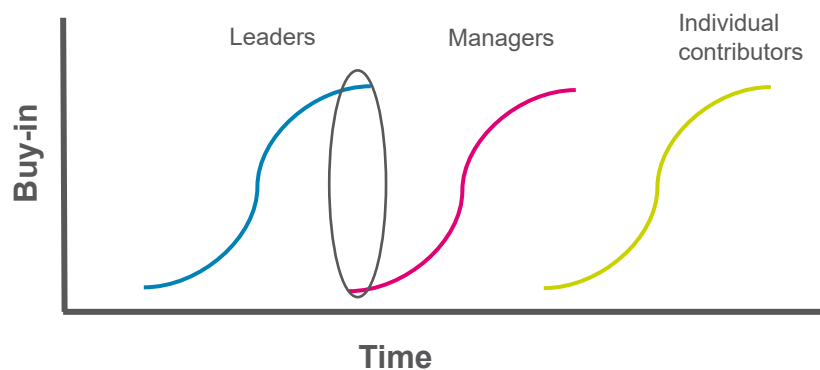
Emotions in transition

Endings	Neutral zone	New beginnings
Anger	Skepticism	Enthusiasm
Sadness	Confusion	Hope
Fear	Uncertainty	Anxiety
Shock	Stress	Energy
Anxiety	Exploration	Understanding
Relief	Creativity	Acceptance
Happy		Commitment

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11

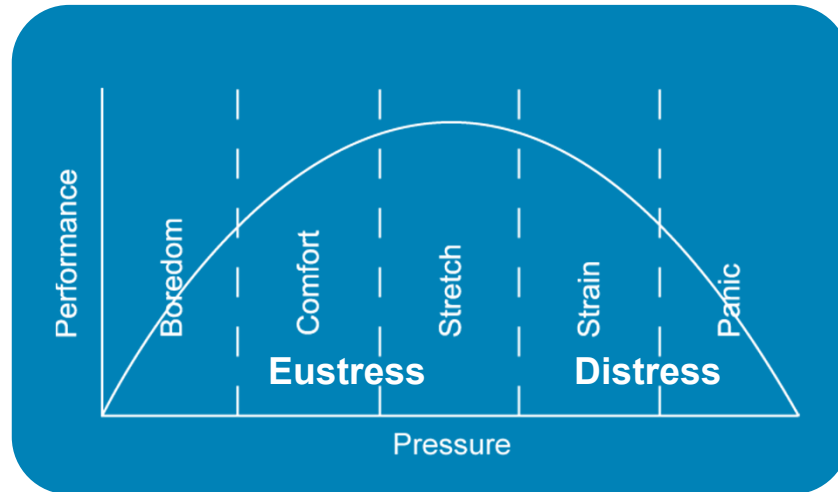
Change across the levels



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12

The impact of stress on performance



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13

Reacting versus responding

Reacting

(Instinctive – ‘no choice’)



Responding

(Thoughtful – a ‘proactive choice’)

Awareness creates choice

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14

Yes, and...

Fiery Red

- Yes, and here's how I think we should do it

Sunshine Yellow

- Yes, and have you thought about this too?
- Yes, and team XX is really good in this space. Let's partner with them

Earth Green

- Yes, and let's plan some time for team building
- Yes, and here are some ways we can make sure people are comfortable with this

Cool Blue

- Yes, and here are some potential points of failure that we need to address
- Yes, and here is the new process mapped out in detail

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15

DO: Write down your first step

Build emotional self awareness

Maintain optimism

Build resilience to stress

Reality test

Stay flexible

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16

On the road to change

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