

Succeeding in the Face of Change

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This pre-conference session was designed to be a workshop in helping supervisors understand the advantages of management in dealing with the process of change. There were handouts and bibliographies that could give them new ideas and afford further reading on various aspects of problem solving, mentoring, coaching, communication and non-confrontational intervention. We began with a discussion of the change process, factors, reactions to it, usage of it, and directions that could be taken to utilize the process. Since change is a constant in our lives, it is imperative that we understand it and know how to use or manipulate it to our advantage.

As a basic premise for other information presented, we explored how we use and cope with change in our own personal lives by breaking down the problem into various subsets of action. Once we analyzed the problem, what assets and necessities we had for that problem solution, the actions we were to take became obvious and simple. As we explored some simple problems of life and work, we began to understand how more difficult problems could be handled.

The process for changing procedures in the workplace was explored. We acknowledged the fact that the most crucial aspect of succeeding is having a good communication system. The basics of communication patterns and ways to achieve them, as well as non-confrontational negotiations in the workplace were then easier to understand. We

discussed the evaluation process, restructuring, and modifying approaches to achieve good results. As a group, we participated in an interactive game that took common negative work statements and found more positive ways of replying to them or handling them. Some related stories from participants were heard and the group responded with some additional possibilities. We had a short discussion on change as a grieving process and how to support people through these stages. The main emphasis for the group was on the positive ways to make change work for you and how to control those changes in the work environment as time passes. Some significant things were learned. Life continues, so don't take yourself seriously. All things change, so be flexible, analyze the changes, evaluate the situations, modify your approaches and apply good positive communication and action to the problems. You will succeed!

Bibliography Additions for 2006

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*There is a longer bibliography and various attachments used for the presentation that are available through the presenter. You may request the packet at Mary.Massey@erau.edu