



# Change Management

PetrOmbudsman Workshop

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# Introduction

## Purpose

- ✓ Raise awareness on the importance of change
- ✓ Acknowledge the necessity of change
- ✓ Understand the different types of change and their roles
- ✓ Identify the stages of reaction to change
- ✓ Positive approach to change and adoption of an appropriate behavior for its management

## Benefits

- ✓ An easy integration of change and identification of steps to be taken for the successful management of change
- ✓ The development of creative thinking in difficult situations
- ✓ Personal development oriented towards adaptability

## Stress, Present in our Everyday Life

The term “stress” generally has two meanings:

- a) situation, stimulus, which puts the body in a state of tension;
- b) the state of body tension itself, through which the organism mobilizes all its defense resources in order to face physical or psychological aggression.

Stress can be:

- ▲ Positive – energizing factor, motivating, leads to an effective approach
- ▲ Negative – nervousness, tension, exhaustion, affecting the normal state of the body (overburdened body)



„ The concept of stress, in its widest sense, includes any aggression on the body, of internal or external origin, which disrupts the homeostatic balance.”

## What is Change?

*To change, according to dictionary: „means substituting one thing for another or a person for somebody else (of the same kind), to modify, to alter, to move”*

“... change is generally a **modification**, a **conversion** or a **transformation** in the form and / or the content of an object, an activity, a natural product or thinking“

**Change can cause a new state of being, influencing our surrounding environment, physique, thinking, emotions ...**



## Factors That Cause Change

### External:

- Technological developments
- Economical and political environment
- Socio-cultural environment
- Physical environment
- Processes within the organization
- Bureaucratic phenomena.

### Internal:

- Survival instinct;
- Desire for independence;
- Competitive spirit;
- The desire to improve our physical appearance, health, skills, income (need for comfort and wellbeing);
- Fear of failure or of disappointing others.

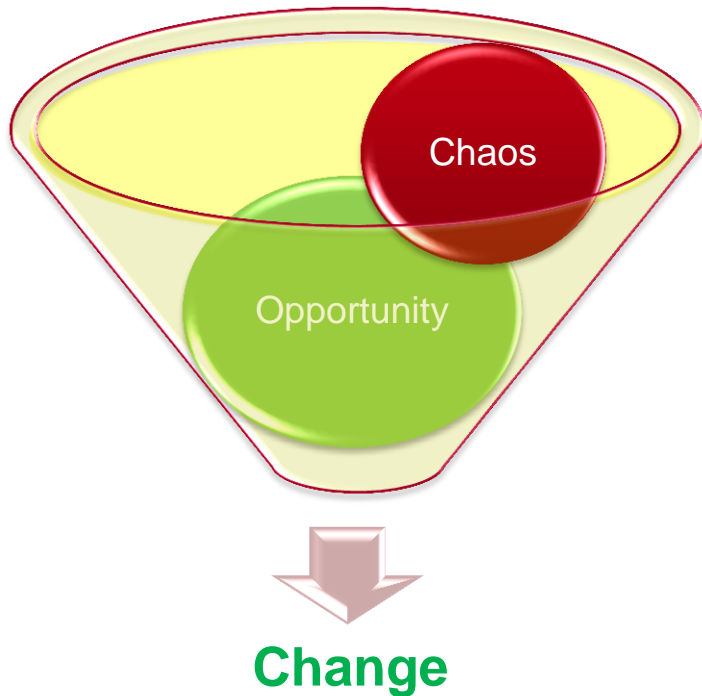
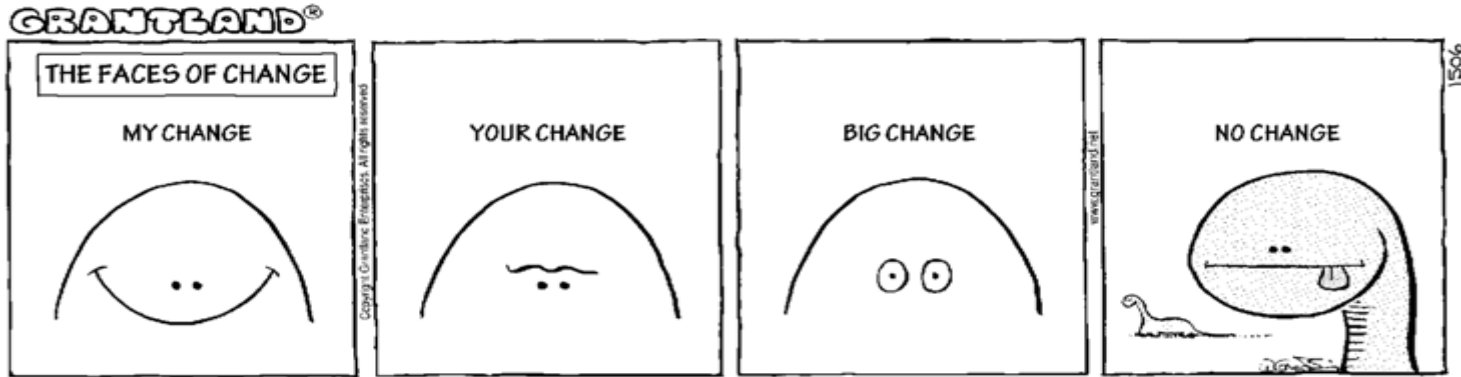
## Types of Change

**Structural change** – aims to improve existing systems, policies and procedures

**Strategic change** – aims to establish new systems, policies and procedures

**Transformational change** – aims to transit from one state to another (totally different)

# Perceptions and Reactions to Change



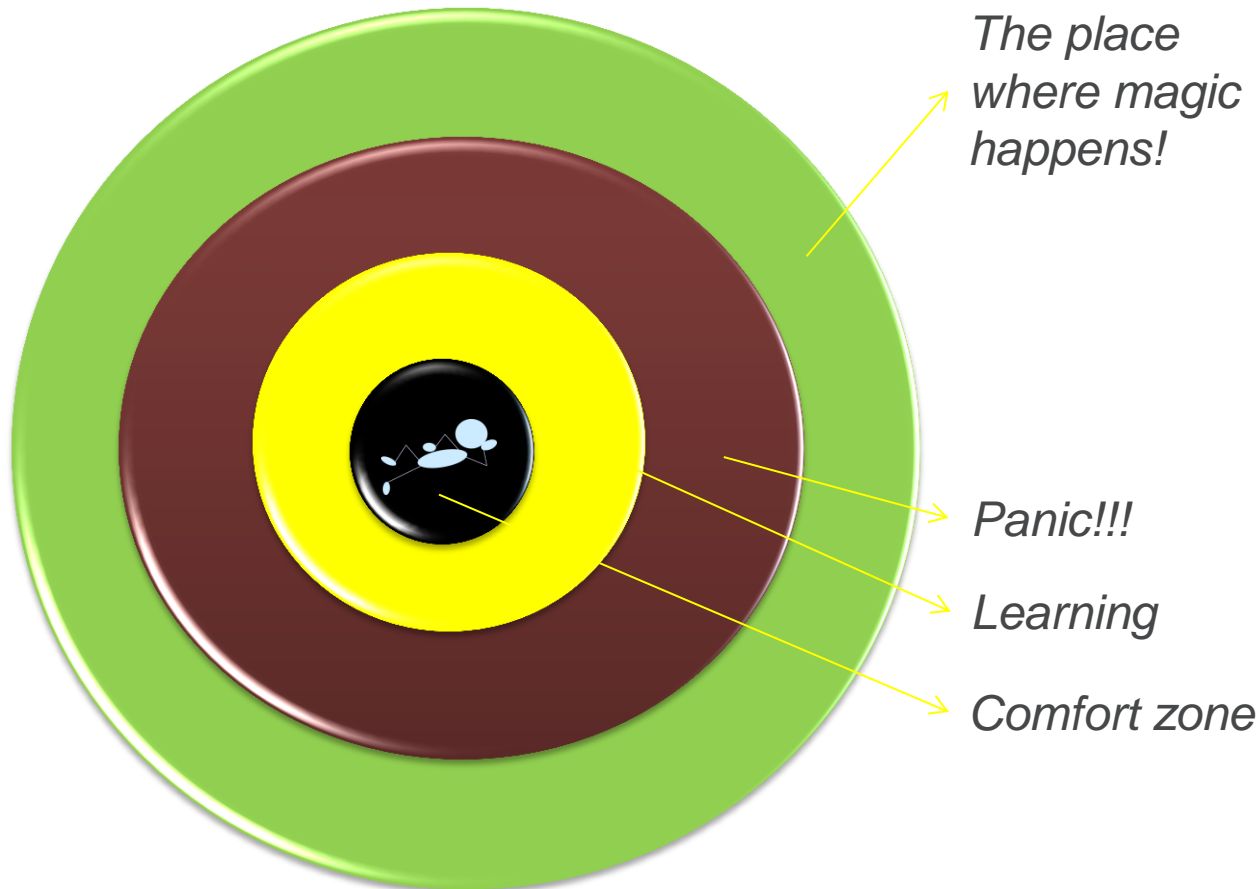
*Emotional perspective:*

- ▲ *Negative emotions:*
  - ▲ Fear
  - ▲ Confusion
  - ▲ Frustration
  - ▲ Anger
- ▲ *Positive emotions:*
  - ▲ Enthusiasm
  - ▲ Ambivalence
  - ▲ Curiosity



# The Comfort Zone

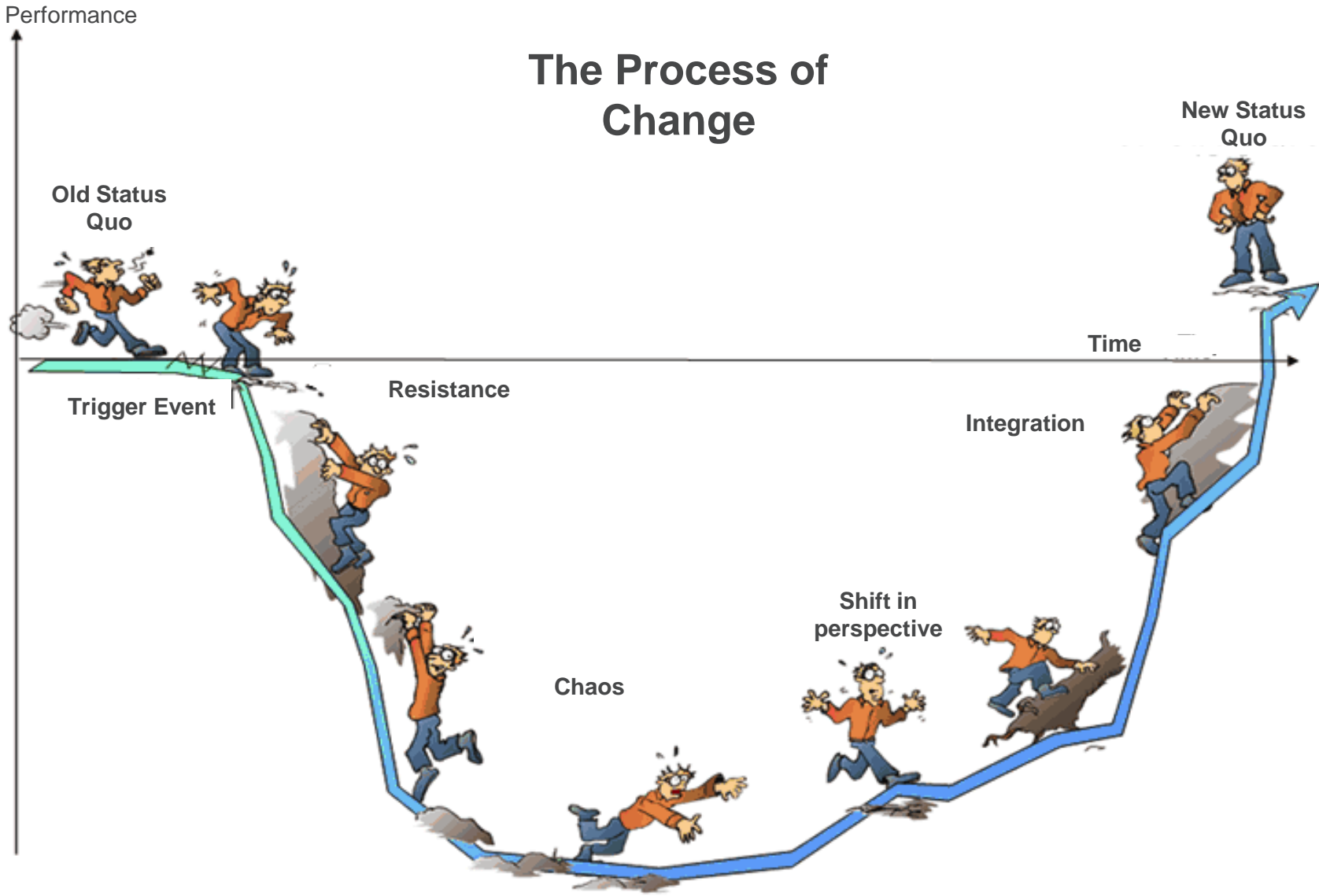
That comfort zone is that "space" where we feel safe, where everything is known and predictable



*What motivates us?*

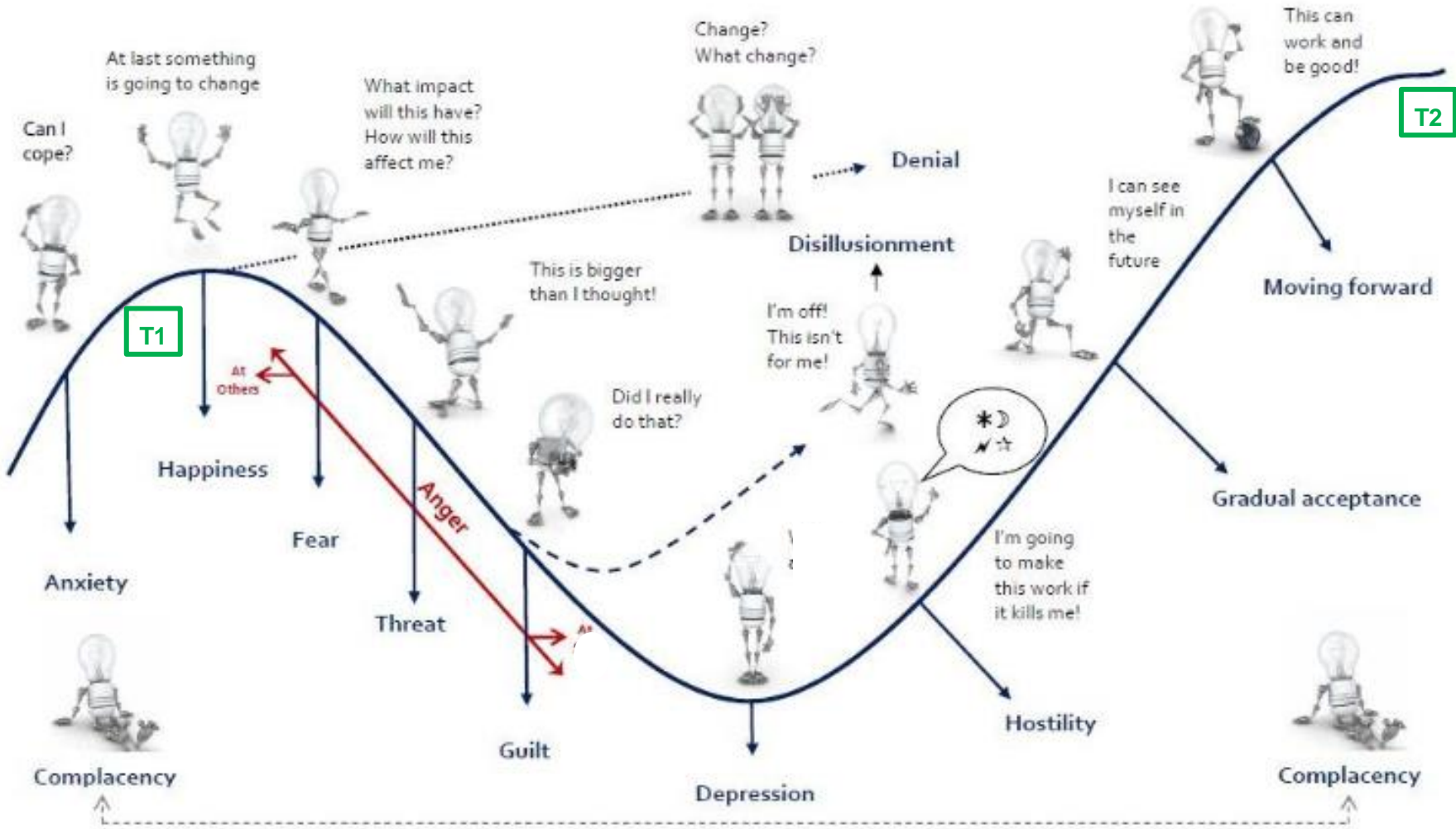
- ▲ Appreciation
- ▲ Power
- ▲ Success
- ▲ Pleasure
- ▲ Financial stability
- ▲ Knowledge
- ▲ Happiness
- ▲ .....

# Creativity and Solutions. Overcoming the Crisis



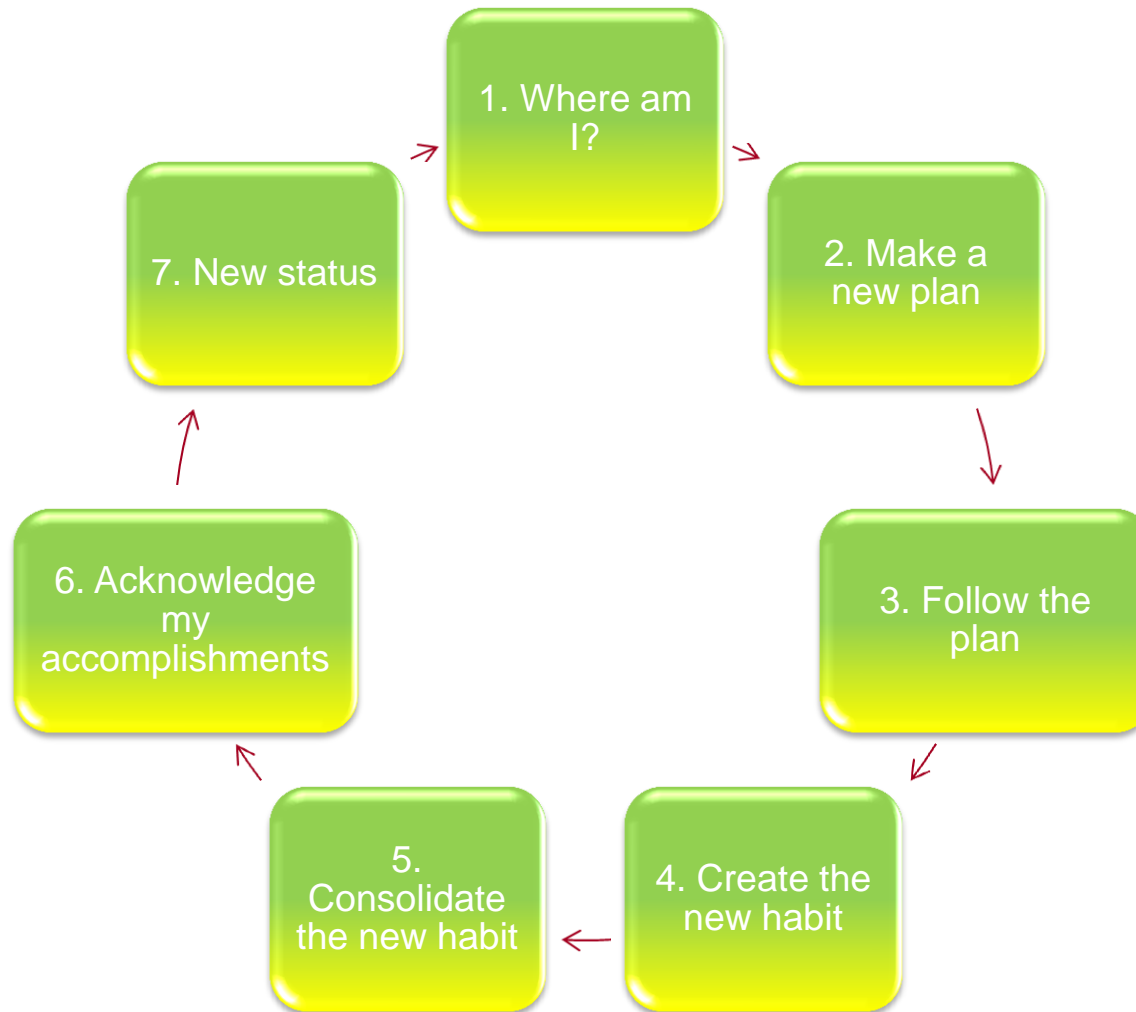
# Creativity and Solutions. Overcoming the Crisis

## Emotional Analysis of Change

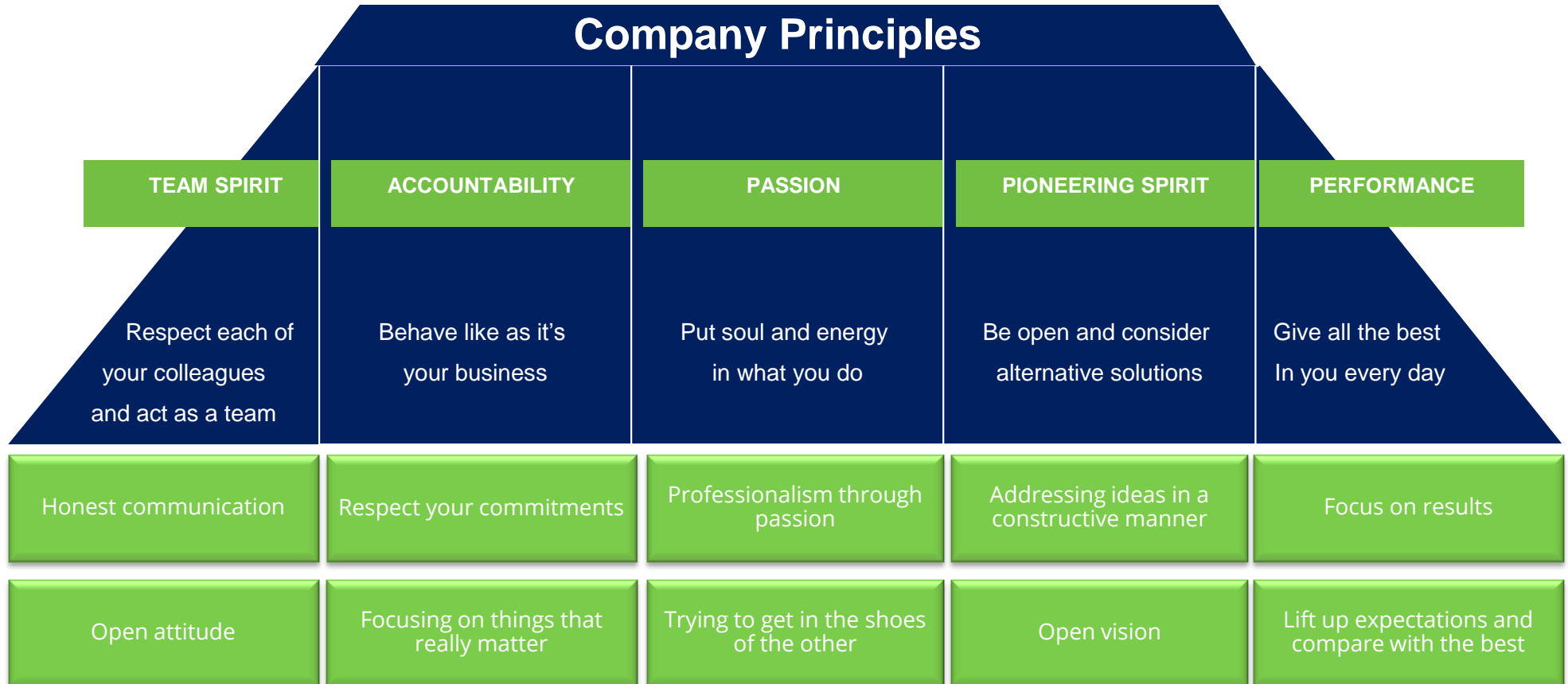


# Steps for Managing Change

## Change Management



# Winning behaviors



## Conclusions

Create your own story

Be adaptable

Get out of your comfort zone

**“Change happens when the pain of staying the same is greater than the pain of change.”**



**Thank You!**