Thriving in the Chaos of Unexpected Change

Webinar Note Sheets

Effectiveness Institute

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**BRAIN SCIENCE**

**Stress:**____________________________________

______________________________________________

______________________________________________

**Exercise:**____________________________________

______________________________________________

______________________________________________

**FIRST PRIORITY**
SECOND PRIORITY

An event that occurs when something new starts or something old stops

Happens ____________________________ of us

Takes place at a _____________________________ point in time

Can be perceived as life-changing or insignificant, positive or difficult
**TRANSITION**

- A gradual, subjective psychological process
- Takes an _________________________________ amount of time
- Happens _______________________________ us
- Happens in ______________________________ phases

**THE TRANSITION PROCESS**

*Three Phases*

Based on *Managing Transitions* by William Bridges
ENDINGS

Transitions start with an ending

The “old way” ends and a “new way” begins

ENDINGS EMOTIONS

- Anger
- Sadness
- Denial
- Anxiety
- Grief
- Frustration
- Betrayal
- Shock
- Fear
- Resentment
- Relief
- Excitement
THE NEUTRAL ZONE

- A period of time between the _______________________
  and _______________________ situation
- Can be used to foster great ______________________
  and problem solving

NEUTRAL ZONE EMOTIONS

- Impatient
- Hopeful
- Disconnected
- Lost
- Apathetic
- Doubtful
- Frustrated
- Cautious
- Creative
- Disoriented
- Confused
- Afraid
NEW BEGINNINGS

- Take place when someone has fully entered in the new reality
- Marked by a sense of _______________________

NEW BEGINNINGS EMOTIONS

- Settled
- Excited
- Renewed
- Clear
- Confident
- Energetic
- Satisfied
- Enthusiastic
- Eager
- Completion
- Peaceful
- Closure
STRATEGIES FOR THRIVING

1. Sort Your ______________________
   Attachments
   ______________________
   Structure
   ______________________
   Meaning
   ______________________

STRATEGIES FOR THRIVING

2. Identify Your ______________________

3. Conduct a ______________________

4. Create a ______________________

5. Reinforce ______________________

6. Create ______________________

7. Get Creative

8. Develop New ______________________
9. CLARIFY YOUR FOCUS

<table>
<thead>
<tr>
<th></th>
<th>In Your Control</th>
<th>Not in Your Control</th>
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<tbody>
<tr>
<td>Take Action</td>
<td>________________</td>
<td><strong>Spinning Your Wheels</strong></td>
</tr>
<tr>
<td>Wait and See</td>
<td><strong>Missed Opportunity</strong></td>
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BEHAVIOR STYLE

There are four primary patterns, or styles, of behavior:

- Controller
- Persuader
- Stabilizer
- Analyzer

Each style has its own strengths, blindspots and needs
**BEHAVIOR STYLE NEEDS**

**Controller - Results**

- To be in ______________________
- Options
- To make ______________________
- Action and ______________________

**SOME STRATEGIES**

- Keep your team moving forward while making sure they follow CDC guidelines.
- Look for opportunities to lead in work and in your community to help.
- Get a board, hammer and nails and have at it!
**BEHAVIOR STYLE NEEDS**

**Persuader - People**

- To be _________________________
- Recognition and praise
- To work ______________________
- Incentives

**SOME STRATEGIES**

- Zoom, Skype or Facetime meetings as much as possible.
- Put Netflix “The Office” on in the background, good laughs and it feels like you are in an office.
- Schedule a walk outside at least once in the day (natures gives this Style energy).
**BEHAVIOR STYLE NEEDS**

**Stabilizer - Relationships**

- Security
- _____________
- Agreement
- _____________

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**SOME STRATEGIES**

- Call a friend, neighbor or senior and see if you can bring them groceries.
- Check in individually with your team mates to see how they are holding up.
- Host or attend a virtual book club, cooking class, or cocktail hour.
BEHAVIOR STYLE NEEDS

Analyzer - Quality, Accuracy and Perfection

- To get it ______________________
- Precision and accuracy
- ______________________ explanations
- To know the ______________________

SOME STRATEGIES

- Offer to help your friends with their taxes.
- Learn a new language with an online exchange partner.
- Work on a huge puzzle or do some online problem-solving.
DEEP CHANGE

- At the core, thriving in chaos is not about technique or skills; it is about ____________________

- This type of approach to change requires a personal perspective

- Adopting this perspective is usually very difficult because it requires an openness to ________________

THREE STEPS FOR THRIVING

1. __________________________________

2. __________________________________ and tools to help manage your transition process

3. Be _____________________________ to deep change
SOME RESOURCES

Making Difficult Conversations Easy

PEOPLE:
Difficult... or different?

Three Steps for Thriving in Chaos:
Managing Change

6 Essentials for Teams That Work

Behavior Style Self

Behavior Style 360

Behavior Style TEAM
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