



## **Managing Change**

Taking a Positive Approach  
The Supervisor's Role

# Agenda

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Introduction

Challenges for Supervisors

Organizational Change

Common Signs and Symptoms

Identifying My Losses

Communicating the New Vision

Video or Exercise

How People Process Change

Managing Your Own Response

Assisting the Troubled Employee

Tips for Supervisors

Closing

# Learning Points

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- Determine how to respond proactively to workplace transitions
- Examine the critical mix that contributes to positive employee morale and how that mix is affected during transitions
- Identify managerial transition strategies appropriate for specific situations
- Develop strategies to ease transitions for their employees and for themselves

## Challenges for Supervisors

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- Understand/help manage impact on employees
- Manage own response
- Deal with troubled employees
- Help work team understand/meet new expectations
- Involve employees in making a successful transition
- Acknowledge/reward staff



# Organizational Change: Types of Loss

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Security

Competence

Relationships

Sense of direction

Territory



# Communicating the New Vision

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1. The purpose

2. The picture

3. The plan

4. Their part



# How People Process Change

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## Denial

- Confusion
- Loss of identity
- Apathy
- Numbness
- Thoughts of “This too shall pass”

## Commitment

- Teamwork
- Satisfaction
- A clear focus and plan
- A sense of acceptance; “Sign me up”

## Resistance

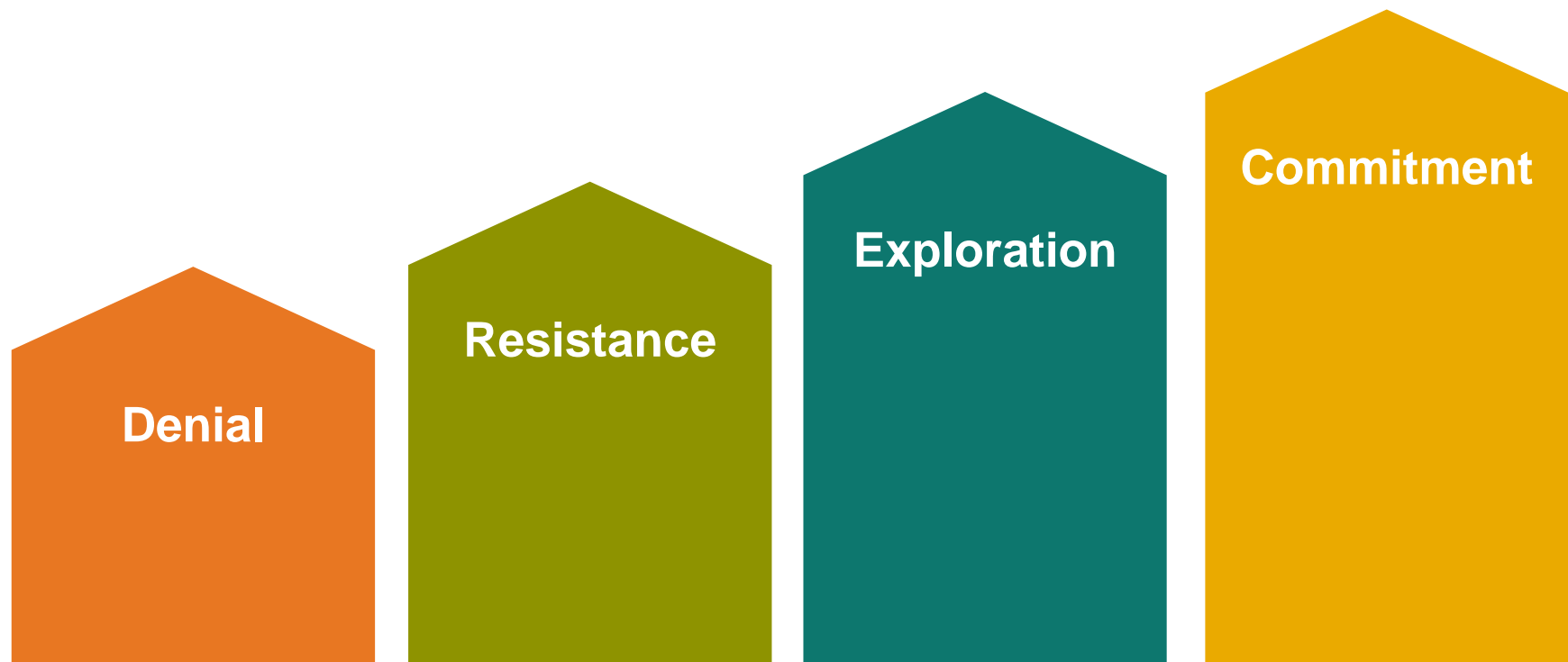
- Anger
- Withdrawal
- Fighting
- Inability to sleep at night
- A feeling of “I gave my all and look what I get” or “I don’t like it”

## Exploration

- Brainstorming new ideas
- Feeling frustrated
- Having a lot to do
- Having trouble focusing
- Being open to new things

# Managing Your Own Response

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## Assisting the Troubled Employee

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- Emotional mood swings
- Angry outbursts
- Prolonged crying or weeping
- Increased absenteeism
- On-the-job absenteeism
- Extremes in productivity and quality
- Friction with other employees
- Inconsistent work performance
- Withdrawal from co-workers



# An Action Plan Utilizing OptumHealth

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# Tips for Supervisors

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- Communicate
- Listen
- Empathize
- Identify those at risk
- Clarify
- Anticipate
- Be specific
- Empower/ involve
- Be available
- Stay neutral
- Be realistic and positive
- Be aware of emotions
- Be patient
- Follow up





**Thank you for attending today's presentation.**

Managing Change – The Supervisor's Role