

In this month's issue:

- [Key actions to make you more successful during change](#)
- [Attend a FREE webinar on Being more Resilient during Major Change](#)
- [Participate in our Public Programme – 2009 dates available](#)

Key actions to make you more successful during change

I was listening to the business news on the radio this morning and what struck me was how many people are currently, or potentially, faced with incredible amounts of change in their lives. The journalist was talking about the state of the credit markets, prospects for a business downturn and banking mergers that would cost 20,000 jobs. Then when I listened to the rest of the news they talked about housing repossessions being up, increasing unemployment and the prospects for change resulting from the US elections. Potentially depressing stuff. It certainly made me switch to the music channel!

But what always hits me is how much all of these reports had deep, personal impacts on people. It is human beings who have to respond to all of this change. Organisations are in reality only made up of groups of people. Those people have to adapt to organisational change and those same people go home at night to hear that their partner or spouse has lost their job or their child is not happy at school. The effects of all this change is cumulative in people. We don't hold all of this change in different buckets labelled 'organisational' and 'private'. It all goes into the same bucket with potentially big consequences for our anxiety and stress levels.

We all respond differently to change

The impact of this is that individuals respond in very different ways to all of these events. Over twenty years of research on resilience has shown quite clearly that the same change can trigger very different reactions in different people. People bounce back from the effects of change quickly and effectively. Others always find some - if not all - types of change a struggle. Think about the people around you. Who do you know who always seem to prosper during change? Compare them with someone you know who always seems demoralised and significantly disrupted by change. What are the differences in their characteristics and behaviours?

Our free webinar ([Being more Resilient during Major Change, November 19th](#)) will go into all this in more depth. But the "bottom line" is that people who are more resilient than others have a higher capacity to execute change more effectively than their peers. We are going to give you five actions you can take in the coming days to make yourself more resilient.

Important Dates

Public Workshop Dates (held in London)

[PCI Accreditation](#)

Prepares managers to plan and implement major change initiatives

3 - 5th December 2008

10 - 12th February 2009

31st March - 2nd April

9 - 11th June

[Thriving Through Change](#)

Build resilience skills in managers at any level of the organisation or in any function

14th January 2009

20th May

[Developing Resilience during Change](#)

Shows all employees how to develop their resilience levels, stay productive and quality focused during the turbulence of major change

21st April 2009

4th June

["Insightful, practical and credible."](#)

Programme Director

For further information on our Public Workshops please contact Jane Mellor on +44(0)1444 450777, or [go to our website](#) for details.

Upcoming Free Webinars

[Being more Resilient during Major Change](#)

19th November

21st January

11th March

[PCI Tools Online – Part 2, across the Project Lifecycle](#)

9th December

(This date is a re-run of the successful Webinar held in

Five actions to make you more resilient

Now there are many actions you can take that are relevant to your personal situation and history but if we had to generalise - from the training workshops we have run over the last 15 years - then these five seem to offer people the most pragmatic help in the short-term.

1. **Be more optimistic.** When faced with change resist the temptation to see the worst in it. Ask the question "How can I work with this change so things turn out well for myself and others?"
2. **Develop increased confidence in your own capabilities.** Make a list of all the things that are good about what you do. Start talking more positively about yourself.
3. **Focus on key outcomes.** Give yourself challenging but achievable goals to aim for. Identify the key steps to achieving those goals and review them on a daily basis to see that you are devoting the appropriate time to achieving them.
4. **Don't let your immediate reactions control your response.** Accept responsibility for your reaction to what other people do or say. For example: they are not "making you angry" - it's that you feel angry when they act or talk in a certain way.
5. **Deal with negative situations proactively.** When confronted with a negative situation do your best to deal with it, pause afterward to reflect on what happened and ask "What can I learn from this?" Picture yourself doing better next time and look forward to engaging with the next situation.

Summary

Resilience is probably the powerful tool for managing personal change. It's the difference between you controlling change and change controlling you. The best news is that people can improve their levels of resilience and the way they respond to change. We have given you five actions that can provide help. If you want to know more then attend our [free webinar](#) or [come to a workshop](#).

October.)

[PCI \(Change\) Awareness](#)

7th January 2009

2nd February

22nd April

[Click here to register now](#) or contact Clare (clare.hayward@changefirst.com) with the Webinar name in the subject with the date/time (each webinar runs twice on each day at 09:30 GMT & 15:00 GMT) you are interested in.

Will you be able to access the Webinar?

Follow the link below to check. If you do not already have access to WebEx it may involve downloading some items to your computer.

[Take me to WebEx's online system check](#)

If you wish to unsubscribe from future communications from Changefirst, then please click here

©Changefirst Limited. All rights reserved 2008.

If this newsletter is not readable, [please follow this link to see it online](#).