

Momentum

Helping employees manage change



Go online to access more information!

The value of resilience at work

- ✓ Since change is a constant in the workplace, you want your team to be able to adapt to new policies, procedures and staff configurations.
- ✓ Being resilient means that your team members can find the positive in challenging situations and not dwell on failures or negative outcomes.
- ✓ Teaching your staff how to respond to changes with flexibility rather than clinging to the status quo will help them move forward to meet new challenges.

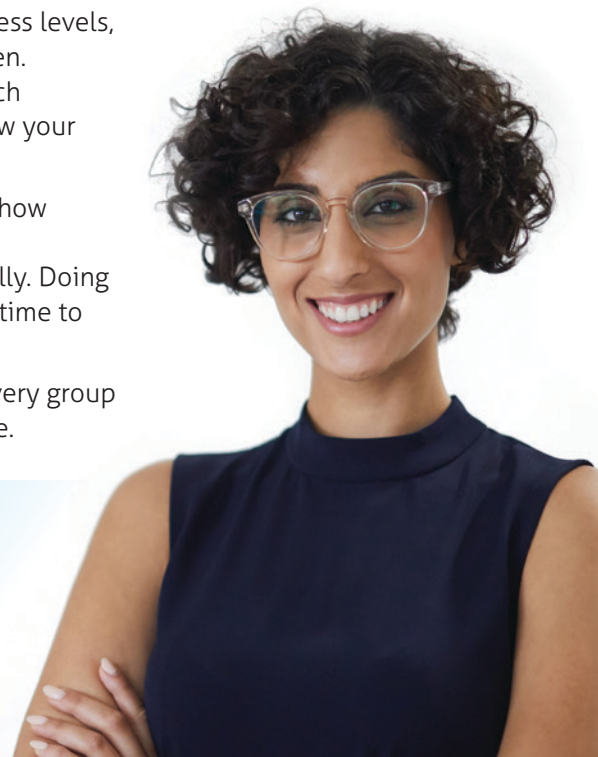
Help your team deal with change

When changes occur in your organization, team members may experience substantial stress as the changes push them out of their comfort zones. As a manager or supervisor, it's your role to communicate the specifics of the change to staff, help them get on board, and serve an accessible, positive role model to help them navigate transitions.

The possibility of business reorganizations, transformations, downturns and other large-scale changes can create anxiety that obstructs your staff's productivity. It's human nature to struggle with change even when the change is intended to be beneficial!

- Include team members in the planning of how changes will be implemented whenever possible. If they're invested in how your department moves forward, they'll better process the changes as a group.
- Fear of the unknown raises stress levels, so communicate early and often. Solicit and listen closely to each team member's feedback. Show your understanding.
- If you have some control over how quickly changes are rolled out, introduce changes incrementally. Doing so gradually affords your staff time to grasp and adapt to them.
- Acknowledge and celebrate every group success during times of change.

Be a positive role model in helping your team adapt to change. Have an upbeat attitude and express confidence that your staff can handle new challenges. Your enthusiasm will rub off and help motivate others.



Log on to MagellanAscend.com today!

Magellan
HEALTHCARESM

Resilience building tips

You always have an opportunity to teach your team to be more resilient—to respond in a more functional way to new circumstances.

- Promote supportive relationships. Encourage team members to support each other and creatively solve problems together. This helps the group handle change and stress better.
- Build on prior successes. When facing a challenge, remind the team of their past successes with similar situations.
- Make sure your employees have the training and resources to handle workplace changes successfully. Fight for them when there's an opportunity to remove administrative roadblocks or unnecessary procedures that may be causing frustration.
- Use humor to keep challenges in perspective. Give your staff opportunities to pull back and see the funnier parts of otherwise stressful situations. Sometimes a little laughter can help clear the air and refresh the teamwork dynamic.
- If someone on your team appears to need extra support in adapting to new challenges, recommend that they tap into your program for helpful resilience resources.

Communicate often during transitions



Promote open communication

Provide your staff with as much information about changes as possible in order to respect their intelligence, plus win their trust and respect. Be honest about the likely impacts of the change. Providing adequate information helps you stay ahead of the “grapevine” that can spread inaccuracies.

Anticipate turbulence

Be realistic about acceptance of change. It's likely that no matter how you introduce forthcoming changes, you will experience at least some resistance. This is normal. Everyone accepts change at a different pace. Prepare employees so they don't worry that setbacks or challenges equate to failure.

Continue the dialogue

After the initial announcement, continue to communicate about the change. **Don't make the communication a one-time event.** Use whatever creative methods you can devise to keep employees continuously informed and involved. This can include regular staff meetings, electronic communications, and informal workplace interactions where you listen to your staff's concerns.



Webinar—On Wednesday, December 5, please join our manager webinar: [From Stress to Success: Management Strategies to Reduce Employee Stress and Maximize Productivity.](#) Register [here](#).