



Western
Area Power
Administration

The journey through change

August 26, 2020



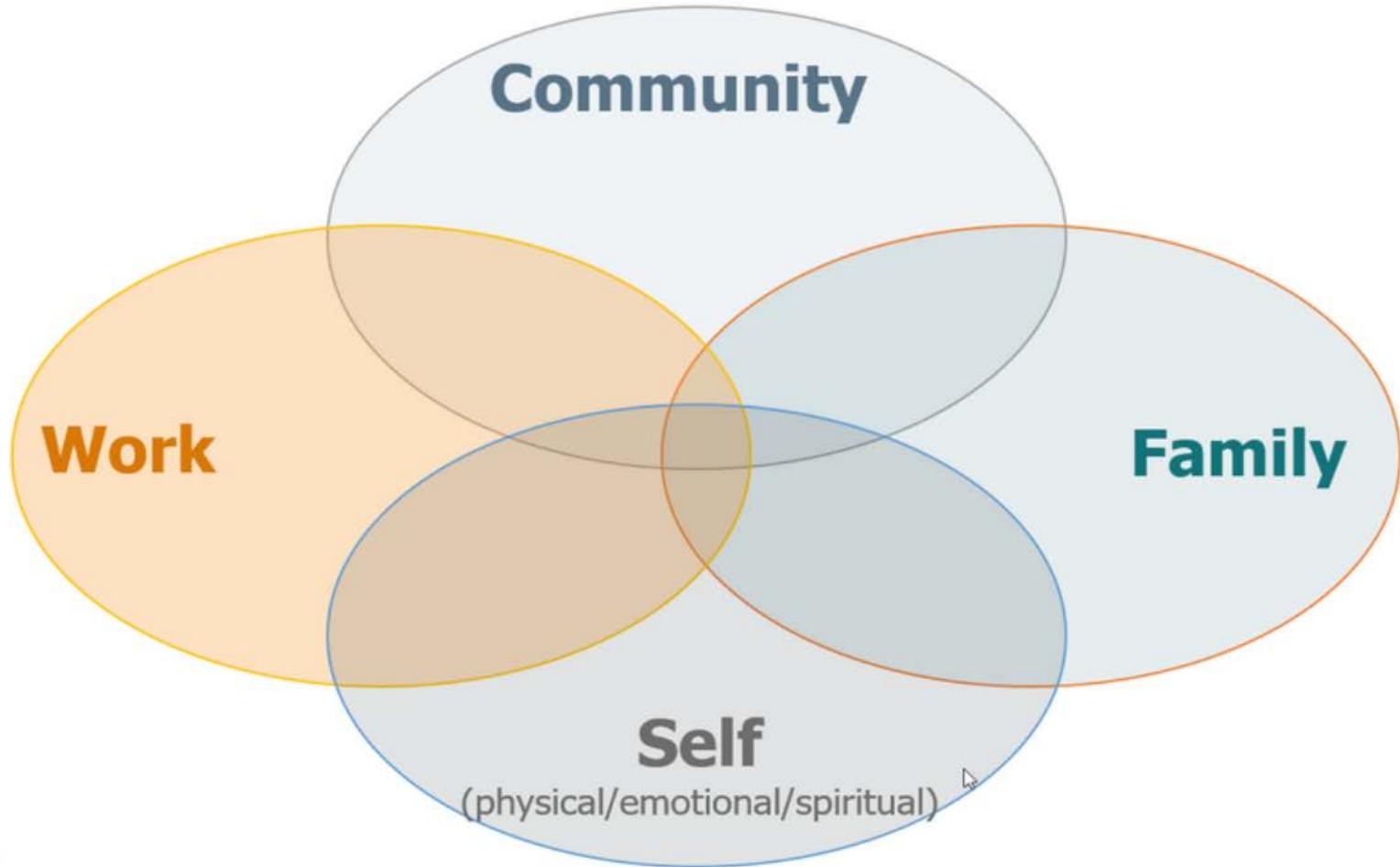
Learning Objectives

- What makes change hard or easy
- How to plan your transition through change, step-by-step

Interactive learning: Join us on **pollev.com** from your phone or computer.



Changes in your world



Start the presentation to see live content. For screen share software, share the entire screen. Get help at pollev.com/app



Think about...

A change that
was
difficult

A change that
was
easy

Why was it difficult? What made it easy?



CHANGE is an event that is situational and is external to us. It gets announced...you read about it in a communication...you can see it on a calendar.

CHANGE

SOMETHING OLD STOPS

SOMETHING NEW BEGINS

TRANSITION is the gradual, psychological reorientation process that happens inside as we learn to adapt to the external change event.



Resistance

“It’s the transition, not the change that people often resist.”

~William Bridges

- Disrupted expectations
- Threatened sense of security
- Feeling “out of control”
- Feeling awkward, embarrassed or afraid to look foolish
- Missing key information to help understand implications of the change



Change vs. Transition: Professional

THE CHANGE



THE TRANSITION

- Acquiring new skills
- Accepting more responsibility
- Working with different people
- Changing relationships



- Adapting new language
- Streamlining cultures
- Integrating processes
- Reorganizing people and jobs



- Learning new technologies
- Revising procedures/protocols
- Changing old habits
- Reconciling files/accounts



Change vs. Transition: Personal

THE CHANGE



- Preparing for commitment
- Becoming comfortable as a couple
- Adapting to name changes
- Adjusting to life together



- Learning new parenting skills
- Getting to know a new child
- Loss of sleep and adult time
- Adjustment with other children



- Setting up a new house
- Meeting new neighbors
- Getting to know the new neighborhood
- Adjusting to new routines



3-Phases of Transition

New Beginning

Neutral Zone

- **Renewal**
- **Being “with it”**
- **The new chapter**

*Enthusiasm, Confidence,
Completion, Renewal,
Acceptance, Ease,
Energized, Satisfaction*

- **In-between time**
- **Confusion**
- **Clean slate**
- **Innovation**

*Ambivalence, Confusion,
Disorientation, Impatience,
Disconnectedness, Skepticism,
Anticipation, Curious, Receptivity*

Ending

- **Letting go**
- **Getting Closure**
- **Saying good-bye**

*Denial, Shock, Anger,
Sadness, Resentment,
Fear, Anxiety, Loss*



A Quick Chat

Talk about an unexpected change,
and how you reacted to it?

Certified Change Management
Trainers with varied work
backgrounds.



Jen Neville
Management
Analyst



Melissa Ardis
Chief of Staff



The Marathon Effect – The Timing of Change and Transition Are Different



Ending

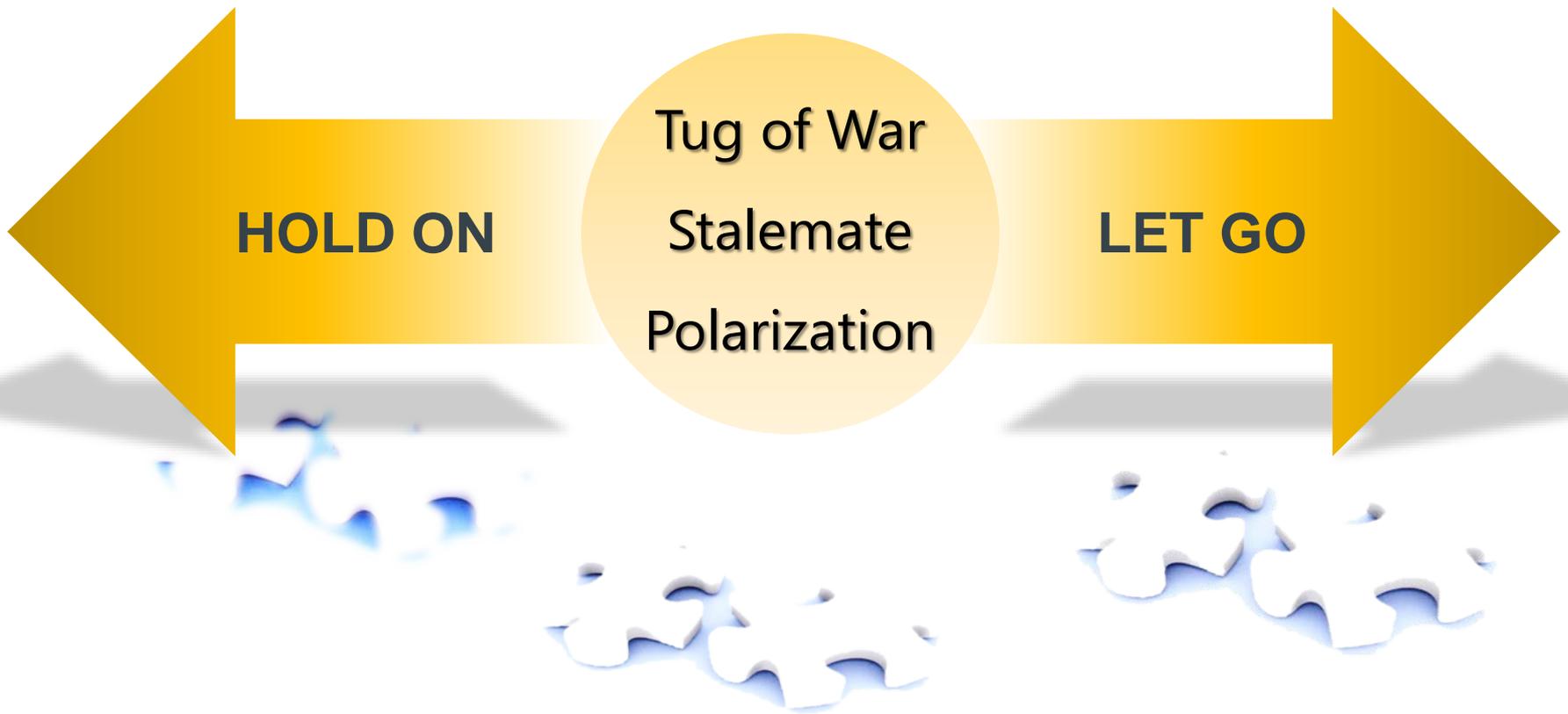
*Neutral
Zone*



*New
Beginning*



Letting Go of Endings



Neutral Zone...The Very “Heart” of the Transition Process

BAD NEWS...everything is up for grabs

- The old identity is fading, but the new identity isn't clear
- The expectations aren't clear though new structures are in place

GOOD NEWS...everything is up for grabs

- People may be more open to trying new things
- There is opportunity for individual and organizational renewal



The Final Phase: New Beginning

New Beginning arrives only after we have let go of the old way and spent some time in the confusion of the Neutral Zone.

The start of a change and the New Beginning phase of a transition process are very different.



Transition Is a Learned Behavior

- Dealing with transitions is like any other skill...it takes practice
- The more you work at managing transition, the more skilled you will become
- The more experience you have with successful transitions, the more you build your resilience



A Quick Chat

How have you learned to navigate change?

Certified Change Management Trainers with varied work backgrounds.



Jen Neville
Management Analyst

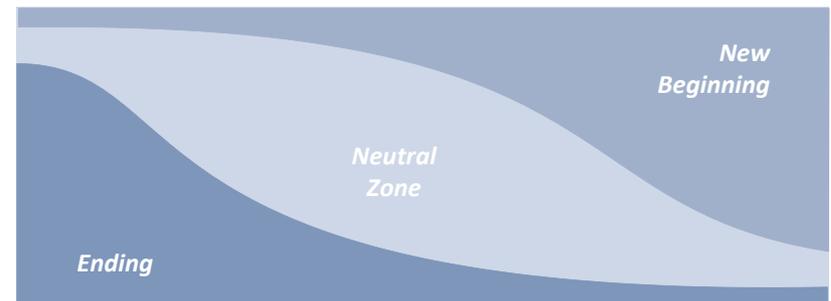


Melissa Ardis
Chief of Staff



Six Principles of Transition Management

1. You have to end before you begin.
2. Between the ending and the new beginning, there is a gap.
3. The gap can become confusing or a time of creativity.
4. Transition is developmental.
5. Transition is also a source of renewal.
6. People go through transition at different speeds.



Key Takeaways

- Change and Transition are different
- Change is an external situation and Transition is an internal process
- Change is essential for successful organizations
- There are many influencers to change, which can be positive or negative
- Changes in one area of a person's life can affect other areas of a person's life



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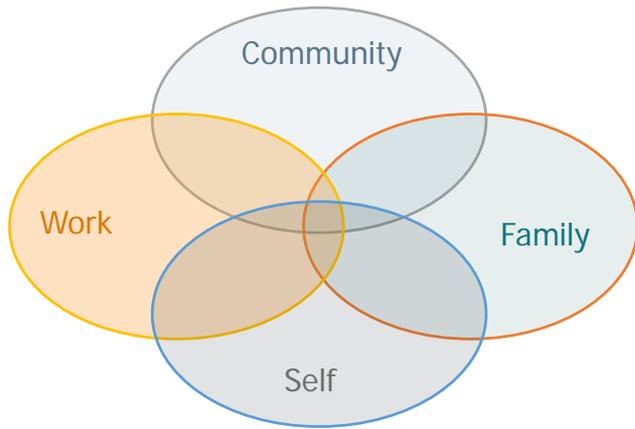
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Download: Changes in Your World



Past 12 months	Currently	Next 12 months	Category (Work, life, family or self)	Who is affected? Who can help me?

