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Radical Change As New Technology Emerges – A.I.



5

Covid Turned Our Lives Upside Down

It Changed People  
How and Where We Work



6

People Quit Jobs

It Changed How We Have Doctor  
Visits

It Changed How and IF We  
Travel

It Changed Relationships



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The Only Constant is  
CHANGE

The Speed at Which Everything  
is Changing Can Be Daunting  
And Bring About Uncertainty

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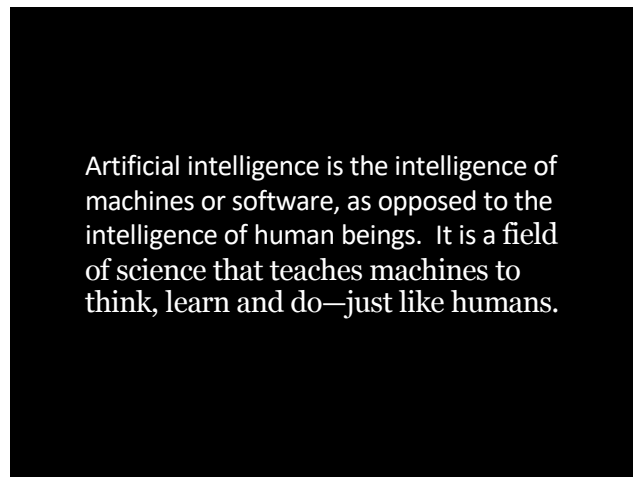
Imagine - Would if Things  
Didn't Change?

*Imagine.*

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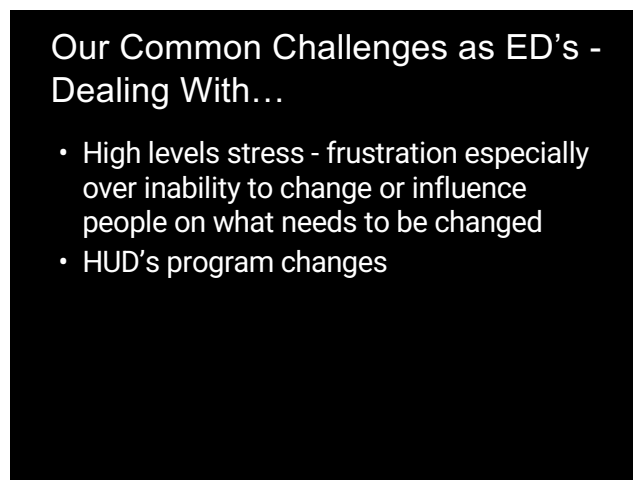
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## Challenges Dealing With

- Frustrated and often difficult people
- Adement board members
- Individuals with high expectations
- Communicating with the above

Note: We will address these in Program II.

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## Objective

- To help you to accept and adapt to change
- Help those you lead to accept and adapt to change
- Identify the mind-set that will best serve you
- Help you to handle frustration of not being able to change the things that need to be changed
- To provide you with a step-by-step approach to implement changes made by you or others over which you have no control

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To Begin: Our Focus  
The Human Side of Change

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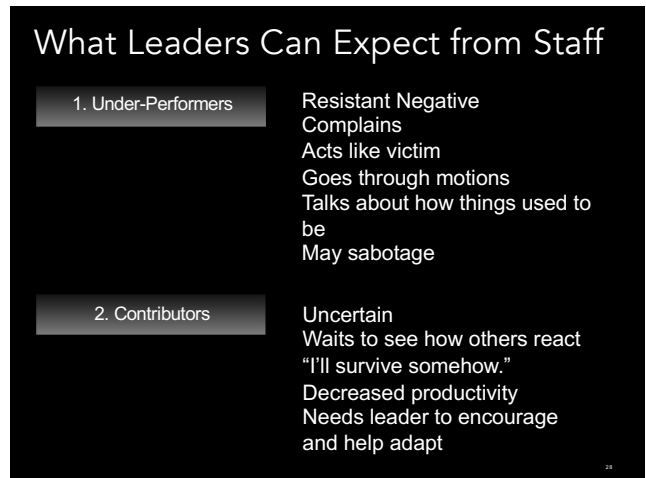
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### What Leaders Can Expect -

3. High Contributors

- Easily accepts
- Adapts
- Encourages others
- Offers help

## Achievers



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### Five Stages Most Human Beings Experience in Adapting to Change

1. Resistance –


A Demonstration



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### Five Stages

1. Resistance
2. Uncertainty
3. Assimilation
4. Integration
5. Acceptance



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### Get Into Gear – Whether it's Move To Acceptance Fast



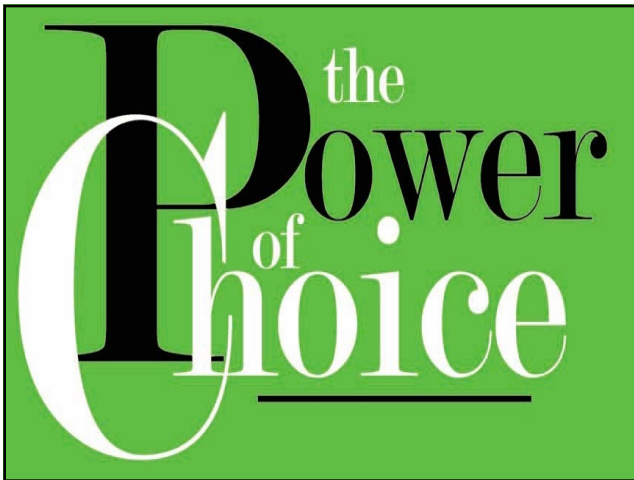
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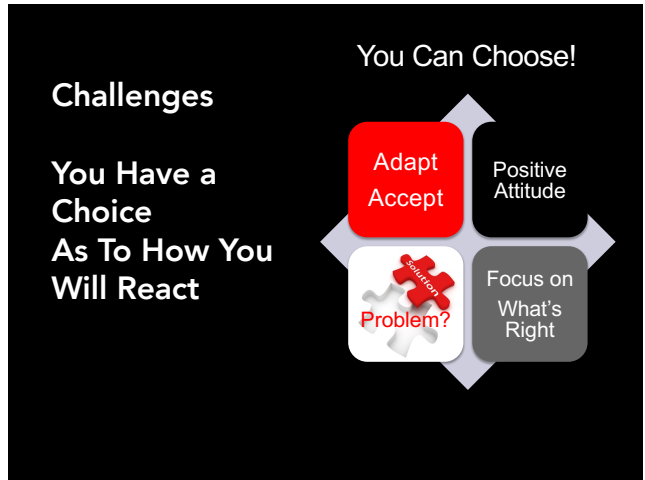
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“The remarkable thing is that we have a *choice* every day regarding the *attitude* we will *embrace* for that day.”



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*Let go of things you can't change, Focus on things you can.*

Quotespictures.Com

38



**What needs to change?**

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### People Who Have No Control Over Changes That Have Been Made or Should Be Made

- Medical professionals
- Judges, lawyers, plaintiffs, defendants
- Tenants, landlords, condo owners
- Insured individuals

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*When you can't control  
what's happening, challenge  
yourself to control the way you  
respond to what's happening.  
That's where your power is.  
And...*

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Learn and Apply Stress Management  
Solutions

42

**HARSH REALITY YOU MUST FACE**

Only **YOU** Can Manage Your Stress



**STRESS**

Far Too Many People Are  
Stressed Out About BEING  
Stressed Out

Are YOU One of Them?

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### ANOTHER Harsh Reality

- Burnout and other mental health challenges have increased for everyone during and post pandemic, but at a much higher rate for individuals with challenging job roles.
- Some of the people most feeling the strain are professionals who must deal with difficult people and situations
- Percentage at risk for burnout?

74%

Source: Forbes, Feb. 2022

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**Stress Management Solution:  
RECOGNIZE – “MY HEALTH AND WELL-  
BEING ARE IMPORTANT TOO”**

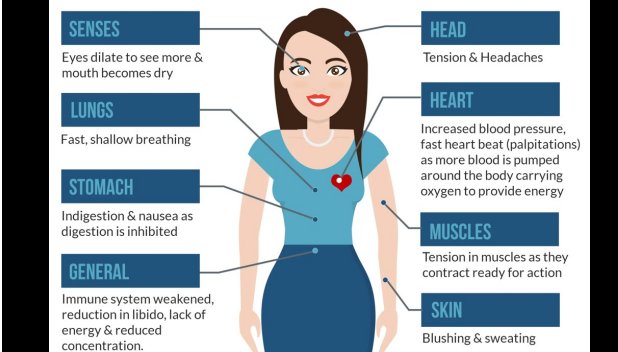


**Health**



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**HOW STRESS AFFECTS THE BODY**



- SENSES**  
Eyes dilate to see more & mouth becomes dry
- LUNGS**  
Fast, shallow breathing
- STOMACH**  
Indigestion & nausea as digestion is inhibited
- GENERAL**  
Immune system weakened, reduction in libido, lack of energy & reduced concentration.
- HEAD**  
Tension & Headaches
- HEART**  
Increased blood pressure, fast heart beat (palpitations) as more blood is pumped around the body carrying oxygen to provide energy
- MUSCLES**  
Tension in muscles as they contract ready for action
- SKIN**  
Blushing & sweating

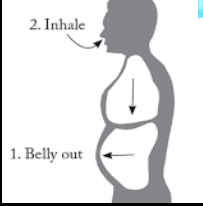

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**Stress Management  
management techniques**

Pay attention to your body – be aware

Calm yourself down

Deep breathe

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**Stress Management  
techniques –**



- Lie down, or sit comfortably in a chair
- First, relax the space between your eyes
- Relax your jaw
- Relax your tongue
- Visualize something that relaxes you or makes you smile



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### Stress Management Technique Overwhelm When You Feel ed

- Positive self-talk
- Envision it done
- Face harsh reality – overwhelming majority of today's professionals feel
- overwhelmed by their workload
- One day at a time

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### Stress Management Technique

- Focus on NOW
- Awareness of everything around you and inside of you
- Sensations, emotions, thoughts
- Mindfulness

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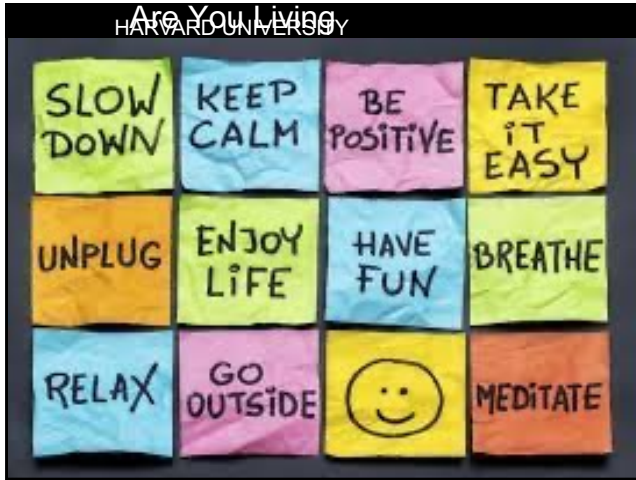
### Stress Management Technique Take Control of Your Life




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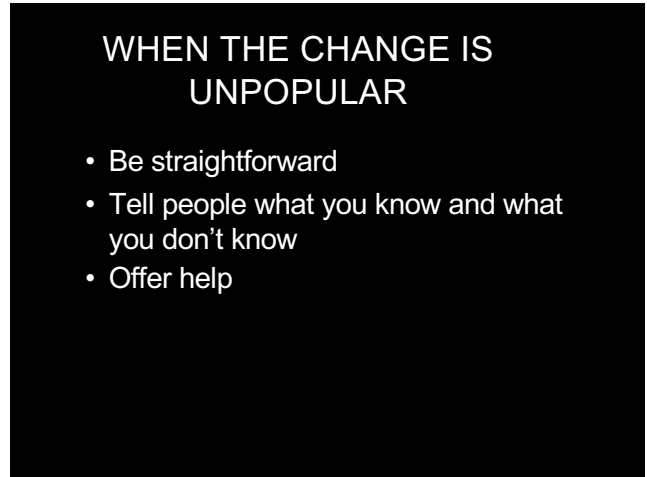
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Communicate Directions -



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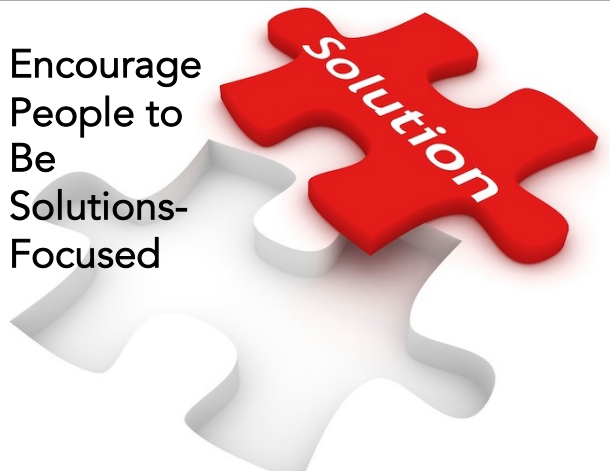
 **step # 2. INVOLVE**

Come Forth With Ideas  
and Solutions to  
Problems



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Encourage  
People to  
Be  
Solutions-  
Focused



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Why Employee Involvement is  
Critical To Change Management

"Ask for our feedback. One person does not develop great ideas. Great ideas are generally the collaboration of many ideas, generated by many people. There are great ideas that come from front-line employees but the boss won't know unless they ask for our input and ideas."

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**step # 3**

**REVIEW  
and MAKE DECISIONS**



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**step # 4**

**IMPLEMENT  
BEST IDEAS/SOLUTIONS**



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**step # 5. EVALUATE**

What's working?      Difficulties?      What Should We Change?



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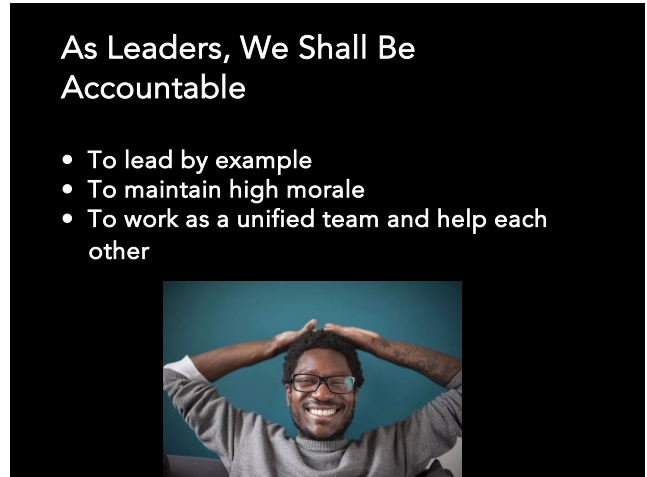
**Who Needs to Change?**



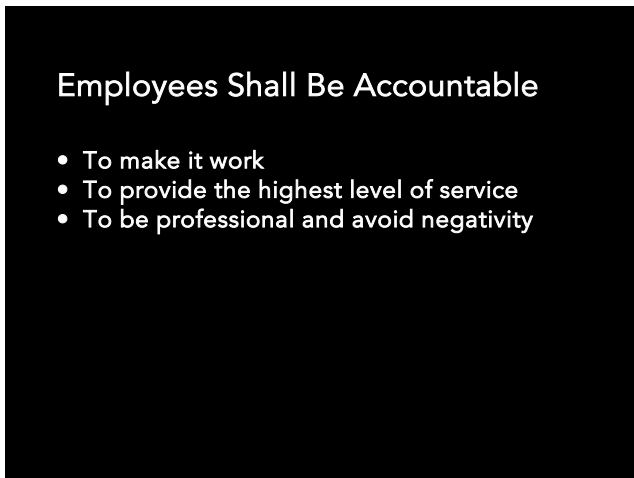
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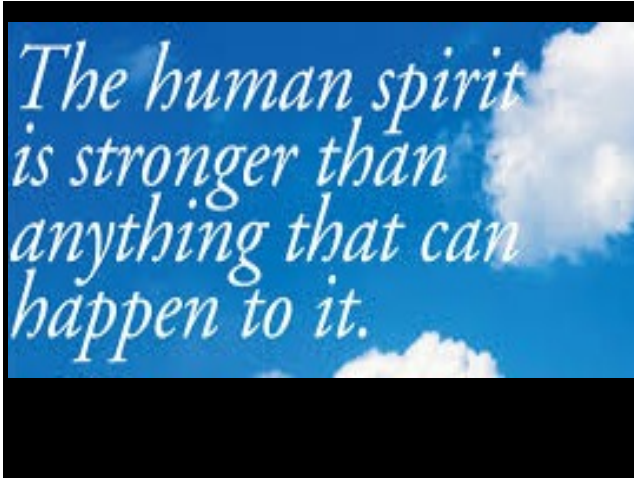
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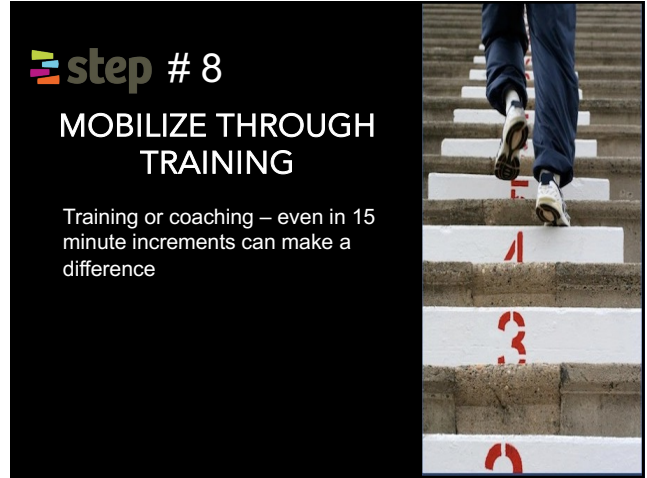
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QUESTIONS

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THANK YOU!

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