

The Upgrade - Tips for Navigating Change

We are all confronted with change in our jobs and in our personal life. The objective of this document is to provide some tips on how to consciously navigate through change with confidence and achieve the best possible outcome for you.

Use these tips to help you prepare for The Upgrade that begins on April 10th and is scheduled to launch on April 20th. Visit upgrade.umn.edu.

There are three types of change:

- **Minor:** the little things that irritate you
- **Major:** things that take your life in a new direction and require some adjustment
- **Traumatic:** the type of change that alters your life forever

Hint: Everyone has a different perception of change. What is minor to you could be major to someone else. This is important to remember because it can be a source of frustration.

Tip: Acknowledge that your peers & co-workers will see the change differently than you. This is normal. Trying to convince others that you are right and they are wrong can create conflict.

Four Typical Reactions to Change:

1. We **RESIST** it.

- We have negative feelings about it
- We have negative thoughts about it
- We struggle to try new things
- We show passive and/or active resistance

3. We act **INSTINCTIVELY**.

- We use our instincts to move forward
- We don't always have the words to explain our reasons
- We don't always have the words or tools to help others
- May be seen as insensitive and cold to those struggling

2. We are **RECEPTIVE** to it.

- We are emotionally ready and show buy-in
- We are willing to try new things, but can still be discouraged
- It is hard to turn good intentions into actions that can move us forward

4. We are **RESILIENT**.

- We adapt successfully
- We are skilled at helping others
- We work toward achieving the best possible outcomes for ourselves, others, and the organization

If you are **RESISTANT**, you likely have negative thoughts/feelings about the change.
If you are **RECEPTIVE**, you can easily be swayed if you don't have a solid plan in place.
If you react **INSTINCTIVELY**, others may think you are having a negative impact on them.
If you are **RESILIENT**, people may naturally seek you out for help.

What is my reaction to the change?

Respond yes or no to these statements (if you are wavering, answer no):

1. My feelings are mostly positive about the change
2. My thoughts and beliefs about the change are constructive and positive
3. I am proud of my behaviors as I navigate this change
4. I am experiencing encouraging consequences as I move through the change
5. My impact on those around me is mostly positive

If you answered:

- No to questions 1 & 2 = **RESISTANT**
 - Yes to 3 & 4 = **RECEPTIVE**
 - No to 5 = **INSTINCTIVE**
 - Yes to all* = **RESILIENT**
- *Make sure your impact on others is *really* positive.

Tips for reactions:

Resistant

- Identify your feelings and get them out in a positive way
- Reframe your negative thoughts into positive ones

Receptive

- Make a plan until the new behaviors become a habit
- Find encouraging ways to reinforce your new behaviors

Instinctive

- Seek feedback to see if your impact on others matches your intent

Resilient

- Provide words of support and coaching to others to help them navigate the change