

Navigating Change

Lead yourself—and support others—through whatever comes next

Confidence • Adaptability • Resilience

1

NAVIGATING CHANGE

02

Today's destination

By the end of this session, you will be able to:

- **Recognize your natural response to uncertainty**
- Choose an adaptive response instead of reacting on autopilot
- Reduce stress while protecting focus and productivity
- Communicate and support others through transition

**Change is constant.
Your response is a
choice.**

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AUDIENCE ACTIVITY 03

Change check-in

Think of one workplace change you are navigating right now.

- 1 Write the change in one sentence
- 2 Name the emotion it creates
- 3 Choose one outcome you want

4 MINUTES

3

NAVIGATING CHANGE 04

Why change feels hard

Resistance is often information—not a character flaw.

- 01 **Loss of control**
“What is being decided for me?”
- 02 **Loss of clarity**
“What exactly will happen?”
- 03 **Loss of competence**
“Will I still be good at my job?”

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The change curve

People move through change at different speeds.

- **Disruption** — “This cannot be happening.”
- **Resistance** — “I do not like this.”
- **Exploration** — “How might this work?”
- **Commitment** — “I can move forward.”

**Do not judge the stage.
Choose the next helpful step.**

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Where are you on the curve?

Place your current change on the curve—and notice what would help you move one step forward.

1

Name your current stage

2

Identify what you need

3

Share with a partner

5 MINUTES

6

Control, influence, accept - CIA

Direct energy where it can make a difference.

01

CONTROL

Your actions, preparation,
attitude, boundaries

02

INFLUENCE

Questions, relationships,
feedback, recommendations

03

ACCEPT

Timing, final decisions, other
people's reactions

7

Sort the uncertainty

Use your current change. Put each concern into the right circle.

1

List your concerns

2

Sort: control / influence /
accept

3

Act on one controllable item

5 MINUTES

8

From reaction to response

Create a small pause between the trigger and your next move.

- **STOP** — interrupt the automatic reaction
- **BREATHE** — lower the intensity
- **NOTICE** — name facts, feelings, and assumptions
- **CHOOSE** — take the next useful action

**A pause is not
avoidance.
It is leadership.**

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The mindset shift

Replace rigid thinking with useful questions.

01

FROM

“Why is this happening to me?”

02

SHIFT

Ask a better question

03

TO

“What can I learn, influence, or
do next?”

10

Reframe the story

Turn one unhelpful thought into a flexible, accurate statement.

1

Write the first thought

2

Test it: fact or assumption?

3

Rewrite it for action

5 MINUTES

11

Break and reset

Stand, stretch, breathe, and return ready to practice.

- **Move your body**
- Hydrate
- Release one thing you cannot control
- Choose your focus for the second half

10 MINUTE BREAK

12

Adaptability in action

Use a simple cycle when plans change.

01

NOTICE

What changed? What matters now?

02

TEST

Try the smallest useful next step.

03

ADJUST

Keep what works; change what does not.

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The 15-minute plan

Choose one task that feels stalled because of change.

1

Define “done for today”

2

Choose a 10-minute action

3

Schedule the start time

4 MINUTES

14

Stress is a signal

Respond to the signal before it becomes overload.

01

BODY

Tension, fatigue, shallow breathing

02

THOUGHTS

Catastrophizing, racing thoughts

03

BEHAVIOR

Avoiding, snapping, overworking

15

A practical reset

Use the 3–3–3 reset in the middle of a demanding day.

- Take 3 slow breaths
- Name 3 things that are true right now
- Choose 3 priorities

**Calm is not
passive.
Calm makes room
for good judgment.**

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Communicate through change

People need three kinds of clarity.

01

WHAT WE KNOW

Share facts without spin.

02

WHAT WE DO NOT KNOW

Name uncertainty honestly.

03

WHAT HAPPENS NEXT

Set the next update, action, or decision point.

17

Practice the message

In pairs, deliver a 60-second change update using the three-part structure.

1

State what is known

2

Name what is unknown

3

Give the next step

5 MINUTES

18

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When resistance shows up

Meet the need beneath the behavior.

01	02	03
LISTEN	LINK	LEAD
Hear the concern and ask questions.	Connect the change to purpose and impact.	Offer a clear next step and support.

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AUDIENCE ACTIVITY 22

Scenario challenge

A new process launches Monday. Your team says, "This will never work." What do you do first?

1	2	3
Identify the hidden concern	Draft one curious question	Choose one next action

6 MINUTES

20

Scripts that lower the temperature

Use language that is direct, neutral, and forward-looking.

- **When interrupted:** “I’d like to finish this thought, then I want to hear yours.”
- **When blamed:** “Let’s focus on what happened and what we can do next.”
- **When pressed:** “I cannot commit yet. I can confirm by 3:00.”
- **When priorities collide:** “Which deadline should take precedence?”

**Clear is kind.
Calm is powerful.**

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Scenario: the moving deadline

Friday’s deadline becomes Wednesday. A coworker says, “Management has no idea what we do.”

1

Respond without joining the complaint

2

Clarify the real impact

3

Propose a workable next step

4 MINUTES

22

Scenario: the meeting interrupter

During every update, a colleague talks over you and dismisses your concerns.

1

Use a boundary script

2

Keep your tone neutral

3

Redirect to the agenda

4 MINUTES

23

Scenario: the rumor mill

A teammate shares an alarming claim about restructuring—but no official information exists.

1

Separate fact from assumption

2

Decline to spread the rumor

3

Name a reliable next step

4 MINUTES

24

Boundaries that preserve trust

A healthy boundary names the behavior, impact, and next step.

- **OBSERVE** — “When priorities change without notice...”
- **IMPACT** — “...our deadlines and service are affected.”
- **REQUEST** — “Please alert me as soon as the change is known.”
- **FOLLOW THROUGH** — document and escalate when needed

**Firm does not
mean harsh.**

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Conflict case clinic

Choose a real situation. Work in groups of three: speaker, colleague, observer.

1

Practice a clear opening

2

Use CALM and one practical script

3

Observer offers one strength + one adjustment

6 MINUTES

26

Your resilience toolkit

Select the tools that fit the moment.

- **Pause before responding**
- Focus on control and influence
- Reframe assumptions
- Take the smallest useful action

**Use one tool
early—before
stress decides for
you.**

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Your 30-day commitment

Turn today's insight into a visible behavior.

1

I will START...

2

I will STOP...

3

I will CONTINUE...

4 MINUTES

28

Support plan

Make change easier together.

01

PERSON

Who can support or challenge you?

02

PRACTICE

What will you practice consistently?

03

CHECK-IN

When will you review your progress?

29

CHANGE WILL KEEP COMING.

You can meet it with intention.

Pause. Choose. Act. Adjust.

Thank you

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