Leading Powerfully During Change and Uncertainty
Our speaker: Paula Friedland

• **Credentials/education:**
  − LCSW, CPCC – “coachapist”
  − Speaking Circles/Soul Speaks
  − Trainer, speaker

• **Services I offer:**
  − Individual sessions – phone, face-to-face, zoom, skype
  − Public speaking training – speaker training, workshops, conferences, organizations, teams
  − Keynotes, trainings, workshops, presentations
Objectives

Understand essential differences between change and transition.

Identify the most important aspects of leadership during trying/changing times.

Explore strategies for motivating and engaging employees through times of uncertainty.

Commit to your own practice of stress management and self-care while managing the challenges of leading others.
What is the difference between CHANGE and Transition?

**CHANGE** is what happens to us.

**Transition** is how we adjust/acclimate to what happens to us.
Bridges Transition Model

<table>
<thead>
<tr>
<th>Ending</th>
<th>New Beginnings</th>
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<tbody>
<tr>
<td>Loss</td>
<td>Relief</td>
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<tr>
<td>Anger</td>
<td>Confusion</td>
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<tr>
<td>Denial</td>
<td>Uncertainty</td>
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<tr>
<td>Confusion</td>
<td>Exploration</td>
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<tr>
<td>Frustration</td>
<td>Commitment</td>
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Neutral Zone

<table>
<thead>
<tr>
<th>Excitement</th>
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<tbody>
<tr>
<td>Anxiety</td>
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<tr>
<td>Resistance</td>
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<td>Creativity</td>
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<td>Innovation</td>
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• What do people want from a leader?
• What strengths are required to lead during changing times?
Four basic needs of followers

Trust
Compassion
Hope
Stability

(Rath & Conchie, 2008)
To demonstrate these 4 qualities, great leaders must:

Really SEE
Give personal RECOGNITION
Over COMMUNICATE
Acutely LISTEN
Motivating and engaging during uncertainty

Thinking about all the things that can go wrong doesn’t make life more predictable.

Being uncertain about one thing doesn’t mean you are uncertain about other things.

It is not possible to be certain about everything in life.

Focusing on worst-case scenarios won’t keep bad things from happening. It will only keep you from enjoying the good things you have in the present.
What helps us get better at dealing with uncertainty?

Determine consciously what you ARE certain of
Build your tolerance--we navigate uncertainty every day
Practice mindfulness
Keep some routine in your life
Review the past year (or more) and all the uncertainty you got through. Did the anxiety/worry help?
Gratitude
“The quality of our life is determined by how much uncertainty we’re able to comfortably live with.”

Tony Robbins
Additional strategies for engaging and motivating employees

Acknowledge the situation
Balance empathy and assertiveness
Identify the needs of each person you are leading
Check in more with your employees
Authentically acknowledge your employees
Share some of your feelings/experiences about the situation
Include creative ways of making virtual meetings more enticing
Tending the Ship

Why is Stress Management important for a leader?

If the ship goes down, so does the whole crew
If you want people to trust you, practice what you preach
Stressed employees regress
You will build resilience
Stress is a serious matter
Start with yourself

Monitor the hours you are working

Give yourself a break

Practice the Relaxation Response

Establish boundaries between home and work

Have your own support system

Make reasonable agreements with yourself around healthy habits

Stay connected to what matters
The Myth of Leadership
“Leaders must be close enough to relate to others but far enough ahead to motivate them.”
John C. Maxwell

“A boss has the title, the leader has the people.”
Simon Sinek

“If serving is below you, leadership is beyond you.”
Anonymous
Decide what kind of life you actually want.
Then say no to anything that isn’t that.
Your Employee Assistance Program

Call toll-free or visit us on the web

24 hours a day/7 days a week

Thank you!

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