

Handling Change



One thing is certain: things change. Some changes, however, are welcome and some are not. How you respond to the change can make it a challenging, stressful experience or an exhilarating, energizing one. Since personal reactions to change tend to follow a predictable course, there are things you can do to help yourself deal with change.

In the beginning, people understandably become anxious, worried and upset. There may be disruptions in eating, sleeping, and concentrating, changes in mood, and in how we relate to others and to ourselves. All these reactions are a normal and survivable part of change. You will likely experience the **four stages of change**:

- **Denial** – Hey, if it's not real, then we don't have to deal with it! This is usually the shortest stage, as we soon realize that the change is real and is not going away.
- **Resistance** - This is the longest and most difficult stage. You may experience feelings of uncertainty, anger, fear, hope, excitement... We know we can't go back, but the future remains unknown.
- **Exploration** – This is where we begin to formulate plans for what we might do and begin to look at options. It's not a comfortable place to be in, but it allows us to explore possibilities.
- **Commitment** – By this time, we have gone through our feelings, formulated our plan, and committed ourselves to our new course.

What to Do:

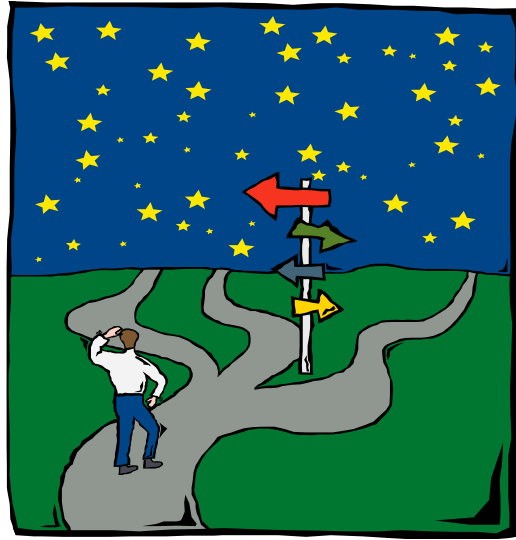
- Get as much information about the nature of the change as you can.
- Then plan how to handle the impact that the change will have on your life.
- Get support by talking with people who can help you: family, friends, professionals, and others.

Even though your future may be uncertain, you will make it through. Rely on your skills and experience in managing other changes you've dealt with in your life.

If you are finding these changes too much to handle right now, you can **call the EAP**. We offer **free, confidential services for you, your family members and significant others** now and up to 30 days after separation from the City/County of San Francisco.

Your EAP: We're Here to Help.
1-800-795-2351

Are Layoffs Impacting You?



The Employee Assistance Program (EAP) can help you through it:

- ✓ Cost-free, confidential **Counseling** is available for you, your family and significant others to help manage change, now and up to 30 days after separation from City employment
- ✓ **Employee Workshops** on “Managing the Ups & Downs of Being Laid Off” and other topics
- ✓ Facilitated **Support Groups** and other interventions to help you and your workteam deal with reactions to change
- ✓ **Supervisor/Manager Educational Workshops** on Managing Organizational Change Effectively and other related skills
- ✓ **Management Consultations** by phone or in person
- ✓ **Orientations** to EAP services presented at your worksite

**The EAP is Here to Help. Give a Call:
1-800-795-2351**