

Thriving in Our Changing Workplaces

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Vitalize Conference

A Presentation by

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"Gaze fondly upon today
for tomorrow is bound to
suck worse."

Antonio from the television show Wings.

Our Changing Organizations

- Global economics and technology are changing the way organizations do their work and how people work together.
- Clash of the Ages: Industrial vs. Information and Technology
- Downsizing; re-structuring; re-engineering.

The Changing Nature of Our Relationships in Organizations

- The beginning of the end of hierarchies, silo's, power based relationships, and command and control leadership styles.
- New skills; new competencies (**risk taking, innovation, creativity and flexibility**) new roles' and new rules.

Changing Relationships...

- Multi-generations challenging the way we work and relate to one another.
- Not always comfortable.

Humans + Change = Transition

(William Bridges, *Managing Transitions*. 1992)

A psychological process that individuals go through in order to manage change.

Psychological Transition...

Is about feelings, behaviors and attitudes.

The 20/60/20 Attitude Rule

- 20% thrive
- 60% wait and see
(Real issue: "what does this change mean to me?")
- 20% resist (from in your face to sneaky)

The Organizational Attitude Menu

- The *Good*

- The *Bad*

- The *Ugly*

(The devil doesn't make people choose their attitude...they do)!



Bad + Ugly Attitudes = Unhealthy Relationships

- Queens & Kings
- Princesses & Princes



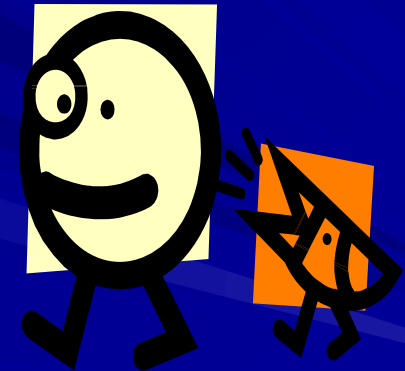
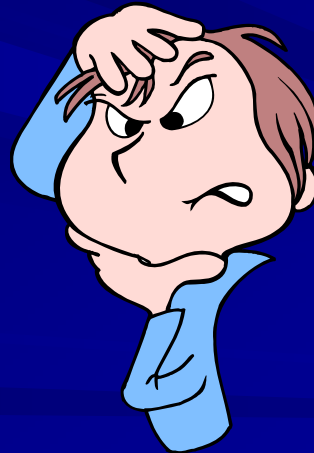
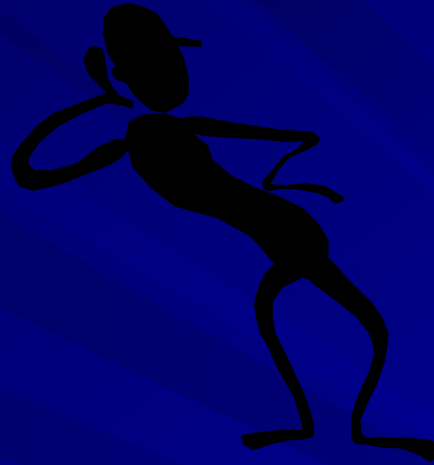
Other Toxic Characters

- Bullies & Jerks
- Generation bashers
- Negaholics
- Rumor mongers
- Houseplants



Toxic Behaviors

- Bullying
- Hissy fits & tantrums
- My way...
- Blaming others
- Gossip
- Going behind someone's back
- The "look"



Toxic Impacts



- Fear, anger, frustration
- Low self-esteem
- Creates a culture of silence
- Creates a culture of victimization
- People get sick
- Threatens the spirit of community

Toxicity Ponderables

- *Am I thriving as a volunteer or simply surviving?*
- *Do I speak up or remain silent?*
- *Am I accountable for my actions?*
- *How well do I manage my feelings?*

Top 10 Tips:

Thriving in a Changing Workplace or Organization

Tip # 1

Take care of yourself.
Get help if you need it.



Tip # 2

Choose your attitude wisely.

Tip # 3

Live the value of... **RESPECT**

1. Respect for **self**
2. Respect for **others**
3. Respect for the direction of the **organization.**

Tip # 4

Be accountable for all your actions.

Tip # 5

Require respect

Tip # 6



Deal with toxic people

Respond with calm respect (in Private)
and tell them:

- What they did (their behavior)
- How their behavior made you feel
- Tell them what you expect in the future

When all else fails: walk away and keep
notes

Tip #7

Be the change you
wish to see.

Inspire others!

Tip # 8

Focus on today!

Yesterday is history; tomorrow is a mystery; today is all we have.

Tip # 9

Don't wait for others
to change...you go first!

Tip # 10

Have Fun!

Saturday Night Live Deep Thought

The best way to predict the future is to create it.

(Drucker).

