

# *Confident Handling of Uncertainties & Changes*

*Welcome!*



# Hanspeter Fausch



## Fact Sheet

- Organisation psychologist IAP/ZHAW
- CAS in change management & organisational consultancy
- MAS in coaching & supervision
- Team developer at various organisations
- Moderator on professional development and leadership topics
- Mental and personality trainer (on a neurological and psychological basis)
- Occupational health & safety management
- Organisational crisis interventions

# Goals for the next 60 minutes

- 🙄 Events rarely happen suddenly as "mise-en-place is half the service!"
- 🙄 Change is certain so "get used to it"
- 🙄 Maslov still has his raison d'etre – practical examples.
- 🙄 That's just the way life is. Possible approach on how to concretise diffuse fears and uncertainties and thereby reduce their effect.

# Thought Experiment:



What precautions would you consider if you were to lose your job next week?

## Relevant questions:

- Continued pay upon termination
- How do I rate my chances of finding a new job during this time?
- How flexible do I feel if I have to take on a different role or have to change my place of work?
- What would my parents, family, and friends say or think if I lost my job and had to tell them?
- Etc.

# Lessons Learned:

## "Thought experiment"



- ☑ Changes turn into resistance if fears are diffused instead of being scrutinised to identify alternative solutions.
- ☑ Thinking in terms of scenarios is the most efficient strategy for reducing fears and resistance.
- ☑ From a neuronal standpoint, it makes sense to think in terms of scenarios. In so doing, the brain builds neural connections to fall back on should such cases come to pass.



# The Hero of the Hudson River



Why did Mr Sullenberger and his crew manage this "hitherto impossible landing" on the Hudson River?



Questions for that:

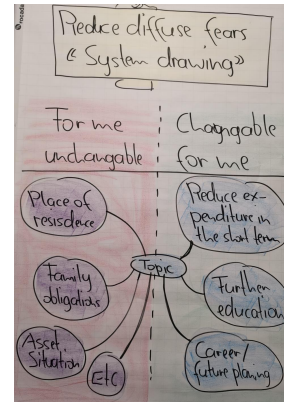
- Own dialogues?
- Inner attitude?
- Actions?

# Lessons Learned: "J. Sullenberger "



- ☑ Learn to think in terms of scenarios (flight simulator)
- ☑ Trust your own skills
- ☑ Partner (co-pilot) who trusted Sullenberger (talk to people close to you about possible and "impossible" changes)
- ☑ Trust that there are always solutions.

# Possible methodical approach to reduce resistance and diffuse fears



Create a system drawing that relaxes!

## Unchangeable for me (unconceivable)

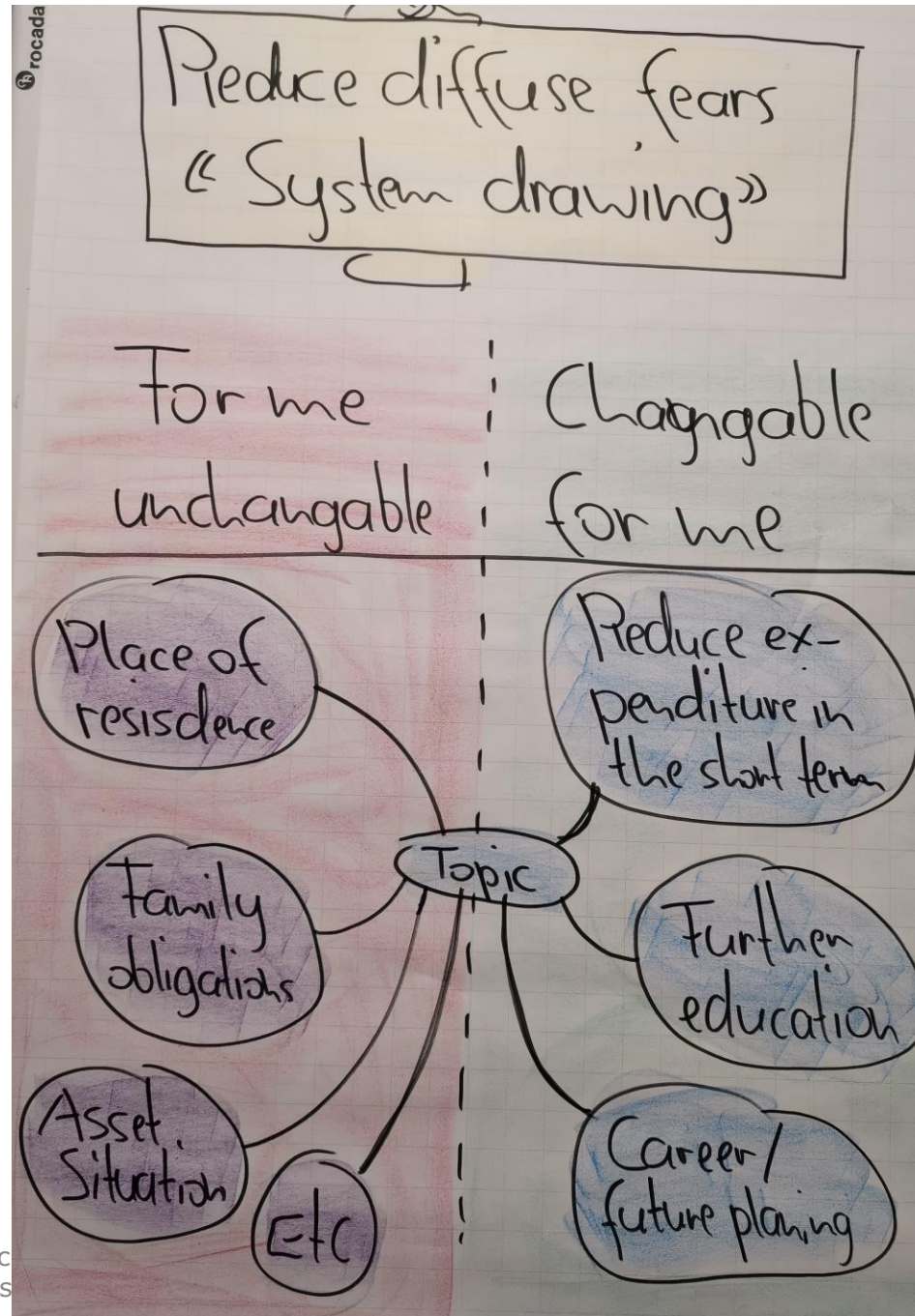
- Place of residence
- Financial obligations (children?)
- Asset situation (upcoming inheritance?)
- What else?

## Changeable for me (conceivable)

- Reduce short-term expenditures (check cheaper flat / house / larger expenditure items).
- Strive for further training that will make my profile more attractive on the job market.
- Discuss your career and future planning with your employer (next 2 - 4 years)
- What else?



# System drawing



# Lessons Learned: "System drawing"



- ☑ Uncertainty is defused when concretising fears and developing possible counter-strategies
- ☑ It is energising and pleasurable to think in terms of scenarios and talk to people around you; it refreshes the mind
- ☑ Talking to people about your fears and personal resistance creates a sense of togetherness, because others feel exactly the way you do.

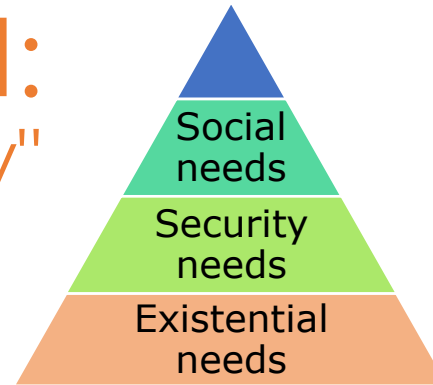
# Maslow and Neurology



Distribution of ...

- ... stress hormones
- ... relaxation and happiness hormones

# Lessons Learned: "Maslov and Neurology"



- ☑ We must consistently meet our security and social needs for the brain to sit at ease
- ☑ The brain reacts positively if we have solutions ready to deal with possible changes.

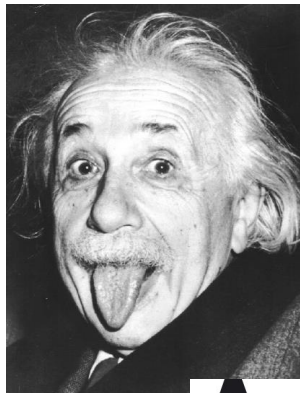
# Last but not least, two "latrinalia" to underline our theme

## Henry Ford:



Whether you think "You can do it or not", you will definitely be proven right.

## Albert Einstein:



Stay away from people who think negatively because they have a problem for every solution.



*Thank you for your attention*

