

**Change- Turning Resistance Into Resilience**

# JOEL SILVERSTONE



## Senior Professional Skills Facilitator and Coach

Joel started as a professional actor, then moved to teaching acting and was surprised to see business professionals coming to the classes. It became obvious there was a communication skills gap in business.

Now fast forward 20+ years, Joel has been helping participants, from Fortune 500 companies to entrepreneurs around the world, build their awareness, confidence and influencing skills to be better communicators.

**Fun Fact:** Joel is a competitive obstacle course racer and competed in the World Championships in his age group.

# Habits

## Automatic

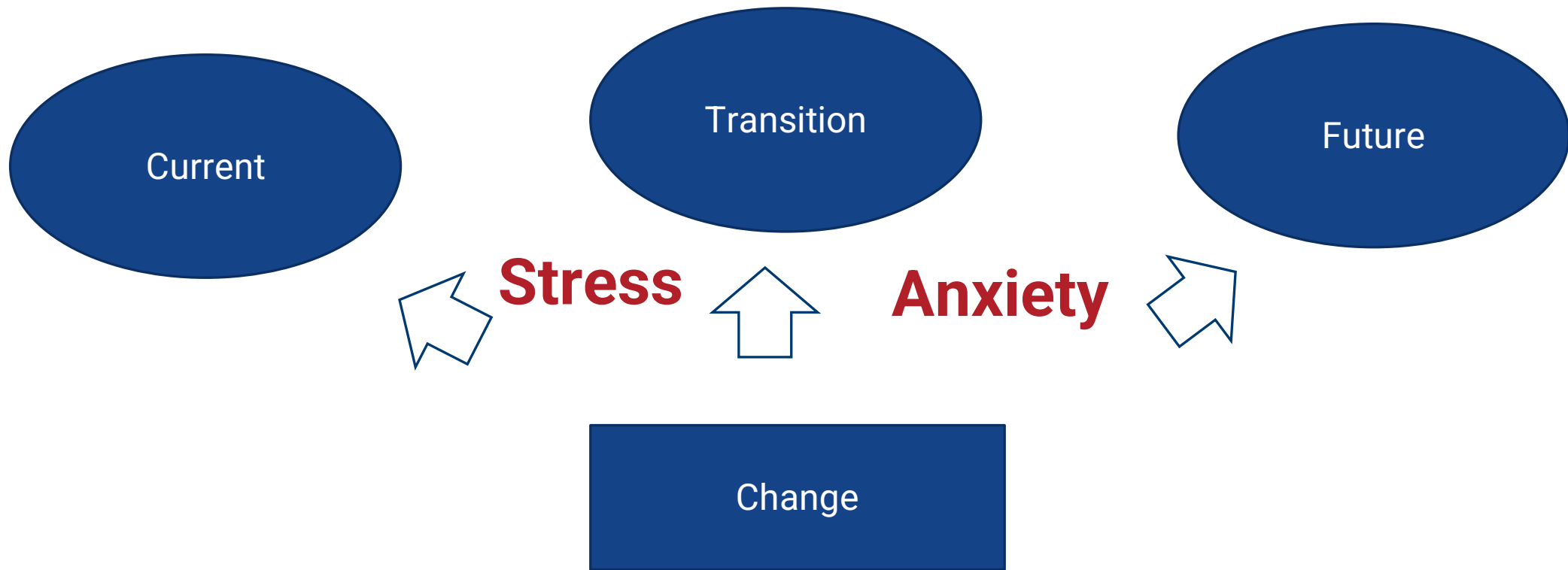


- **50-90%** of our activities are habitual

# What Is Change?

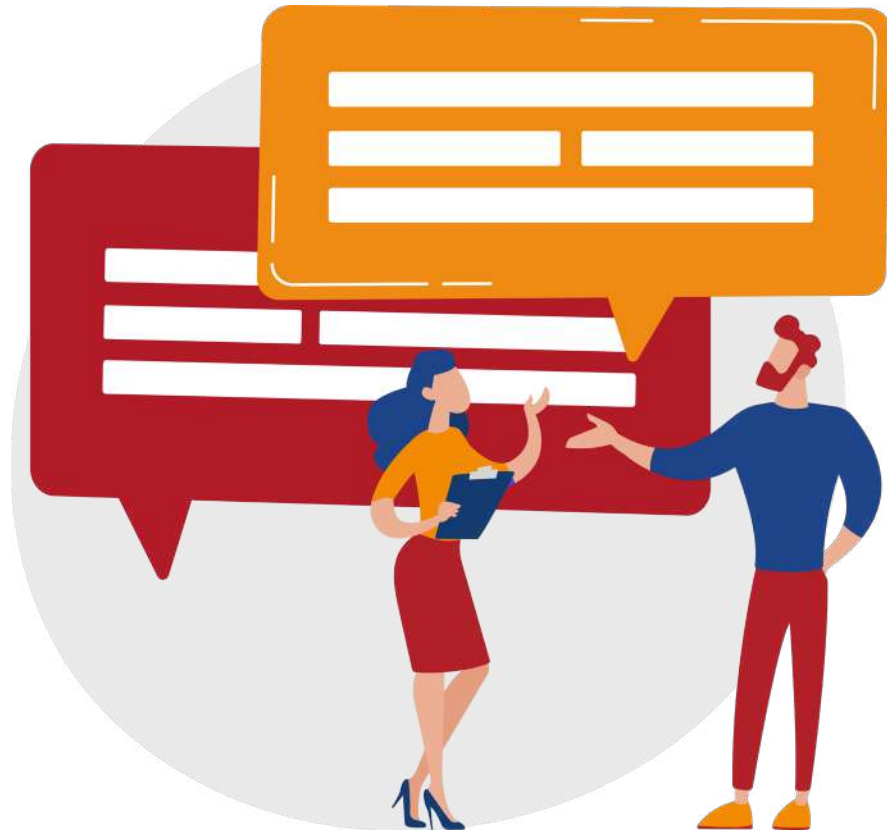
- **I must:**
- **Give up something** to get something.
- **Unlearn** what I knew or am comfortable with.
- **Adjust** to things that are very different.
- Temporarily give up my cushion of **comfort**.

# Change - Three Phases



# What Is Self-Talk?

# Self-Talk Gets in Our Way



- How many words per minute do we think?

450

- How many words can we say per minute?

150

= 300

# Self-Talk Personalities

## The victim:

- It tells you that you're hopeless, not making progress, or that it's too hard. It tells you there is something wrong, you're incapable...
- There are too many obstacles in your way. **It's not your fault.**
- It tends to say, "I can't".

## The perfectionist:

- It pushes you to do better; you still feel like it's not good enough. There is always more you should be doing. Mistakes and setbacks must be avoided. It pushes you to seek external validation, achievement, status. It probably even stops you from taking action, because **you're afraid to fail.**
- Tends to say, "I need to do better", or "I'm not good enough".



# Self-Talk Personalities

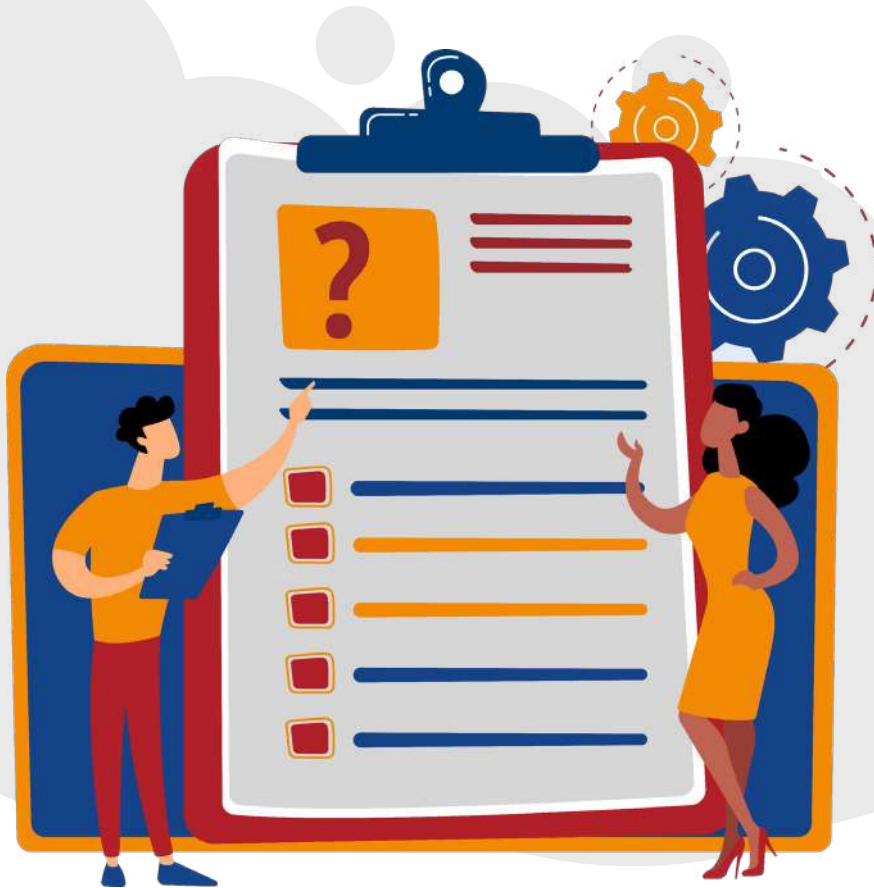
## **The worrier:**

- Points out everything that can go wrong. Stirs up emotions of anxiety and fear by imagining disasters, expecting the worst, and overestimating the odds of something bad happening.
- It tends to say, “What if?”

## **The critic:**

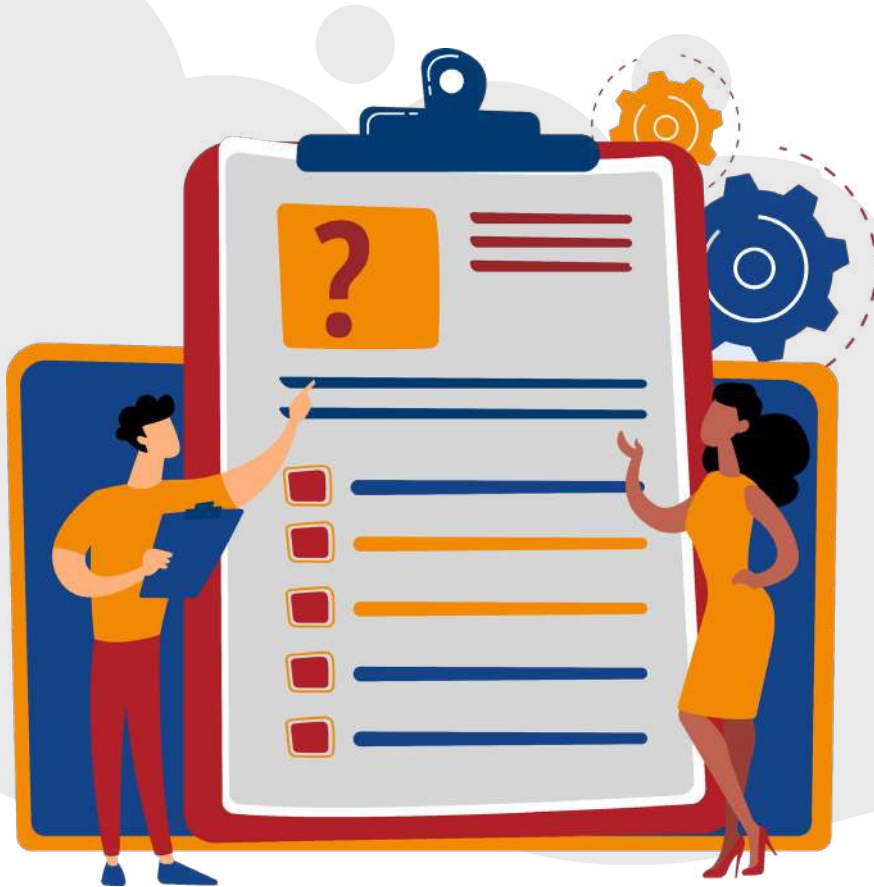
- Constantly judges and evaluates behaviour and points out flaws. Jumps on any mistakes and reminds of past failures.
- Compares to others and assumes they will judge. It even minimizes accomplishments! It tends to say, “ This is never going to work”.

# Change Cycle



1. Discontent
2. Breaking Point
3. Decision
4. Fear
5. Amnesia
6. Backtracking

# Change Cycle



1. Discontent
2. Breaking Point
3. Decision
4. Fear ← Resilience
5. Amnesia
6. Backtracking

# Self-Talk Personalities

- The more resilient you become, the less of an impact each of these events has on your mind and body.
- Each stressful experience can lead us into a cycle of confusion and even anguish.
- If we stay with those feelings, things actually get worse.
- But if we make a decision to deal with those circumstances by problem solving and adapting, we develop resilience.

# Keys to Change

## 1. Inspire

- Role model optimism
- Make the benefits real
- Empathize to connect and validate

## 3. Support

- Communication
- Help build resilience
- Set up peer group

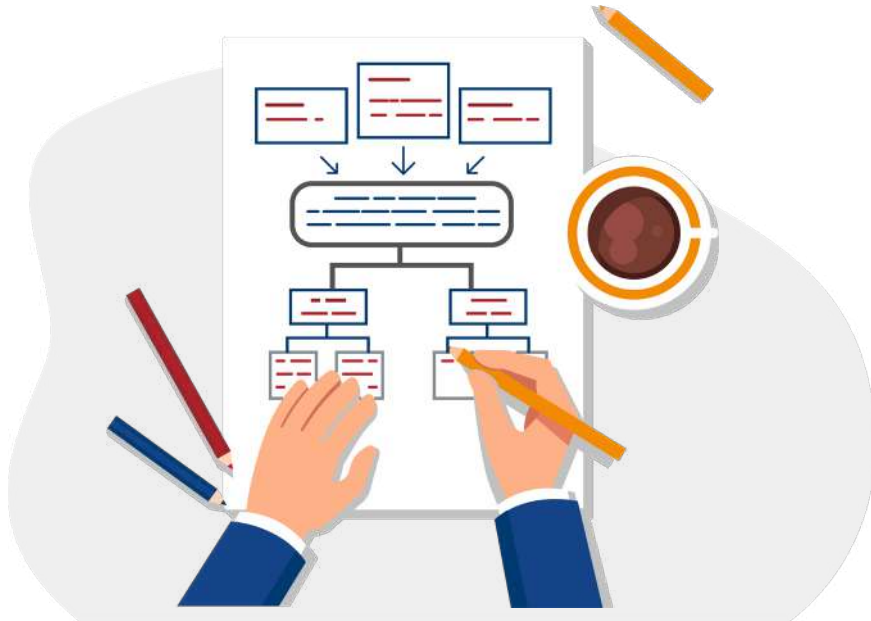
## 2. Reframe

- Empathize to connect and understand peer's perspective
- Ask questions to uncover the root of resistance
- Identify the opportunity

# Change Resume

Event	Identify as	Describe the situation or change	Identify anything good that happened as a result
	(1) Happened "to you" (2) "Self-Initiated"		Eventually led to something positive or you learned something valuable
<u>EDUCATION:</u>			
<u>PROFESSIONAL:</u>			
<u>ADULT LIFE:</u>			

# Our Scenario



## The Scenario:

A new technology is replacing the current model.

People were just getting used to the current one. However, there was a lot of negative feedback:

- “Not intuitive”
- “Too many pages”
- “Slow”
- “I can never find...”

Some refused to use the previous system.

This new system *should* resolve those issues; that’s what you’ve been told. “Really fast, no lag time”; “More intuitive search”; “Full time IT help”...

# Resistance



## Understanding Resistance

- What makes these changes different from those that people resist?
- What might they perceive they will be losing?
- What might they gain?



# The sources of emotions are always our needs



We tend to think that our emotions are caused by someone or something else



Our emotions arise based on our needs being met or not

# In Work Terms - Our Needs

Protection	Affection	Understanding	Participation
<ul style="list-style-type: none"><li>• Safety</li><li>• Security</li><li>• Stability</li></ul>	<ul style="list-style-type: none"><li>• Appreciation</li><li>• Recognition</li><li>• Respect</li></ul>	<ul style="list-style-type: none"><li>• Knowledge</li><li>• Learning</li></ul>	<ul style="list-style-type: none"><li>• Contribution</li><li>• Cooperation</li><li>• Inclusion</li></ul>

Creation	Identity	Freedom
<ul style="list-style-type: none"><li>• Challenge</li><li>• Growth</li><li>• Inspiration</li><li>• Stimulation</li></ul>	<ul style="list-style-type: none"><li>• Meaning</li><li>• Purpose</li><li>• Self-expression</li></ul>	<ul style="list-style-type: none"><li>• Autonomy</li><li>• Choice</li><li>• Independence</li></ul>

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# Questions?



# Upcoming Webinars

**July 12, 2023**

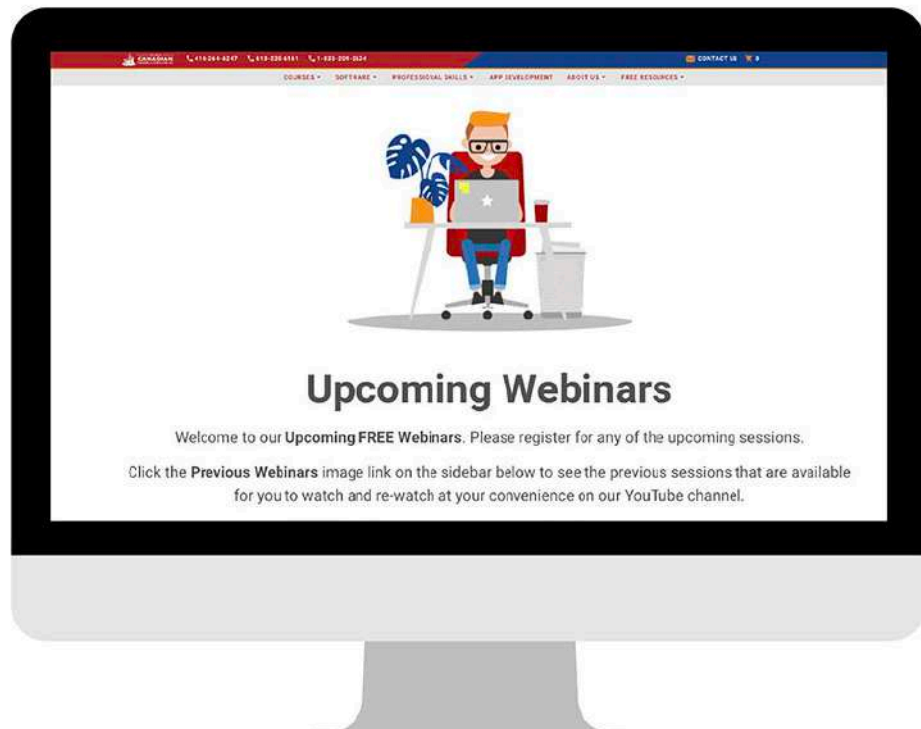
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