

# I'm Okay But "They" Need Help



Why Should I Change?



# Objectives

- **Identify five common difficulties to making change**
- **Analyze and identify personal issues behind change resistance.**
- **Identify when change resistance is occurring using the DAWN assessment**
- **Apply Head, Heart, and Hand model to current workplace transition**
- **Commit to action by completing a personal development plan.**



# Guidelines

- Be open to new ideas and concepts.
- Take responsibility for learning.
- Open up and share.
- Participate to create value for yourself.
- Be a respectful listener.
- Agree to disagree.
- Have Fun!!!



# The Lonely Man

- Read “The Lonely Man” in your Participant Guide
- Answer the question at the end



# What happened?

- The man was a lighthouse keeper and when he turned the lights off, he caused horrible accidents.

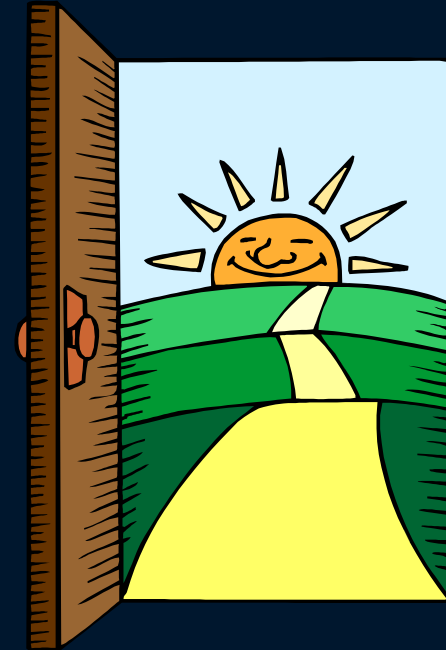


# So what?

- The workplace is changing,  
SO WHAT!
- Customers are changing,  
SO WHAT!
- The marketplace is changing,  
SO WHAT!
- Our approach to work is changing,  
SO WHAT!

# It DAWNed on me!

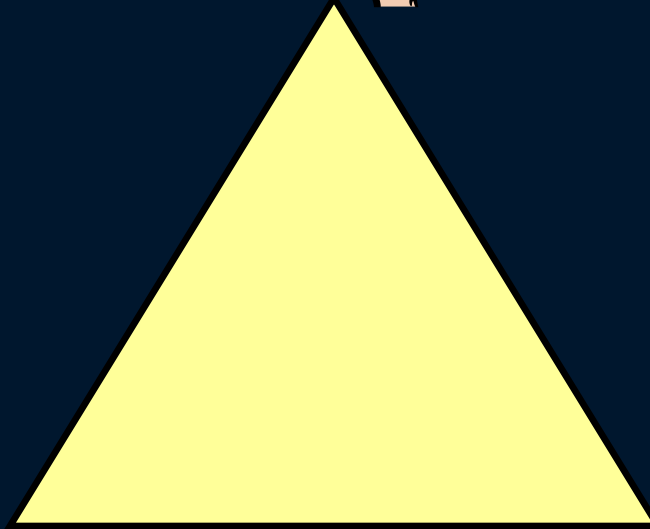
- Defeated
- Angry
- Withdrawn
- Negative



# Head, Heart, and Hand



Head - thinking



Hand - action



Heart - feeling



# Pull Your Head Out of the Sand!

- Write down two things you can do differently at work using the concepts covered in this chapter and put them into action.

**Thanks for  
your  
participation!!**



Any questions?