

Right Management's PowerRecap

December 2008



Leading in Times of Change

Ideas on navigating through turbulent times.

- 1) **Build up goodwill... always...** By making frequent deposits in the emotional bank account, you will be in a better position to navigate your team through change when it comes.
- 2) **Frequent face-time...** Communicate often and do it with high visibility. Walk the halls, pull people together for impromptu meetings, and save the emails for recapping key points.
- 3) **Be clear with what you know, and what you don't know...** Be as transparent as you can and share as much as you can. What you can't share, be candid that you can't share it.
- 4) **Know when to raise the white flag...** Go to bat for your team on issues that you don't agree with, but if you lose the battle, you and your team must agree to move on.
- 5) **Get the fears on the table...** Give people - at all levels - a safe outlet to express their anxiety, fears and concerns and to disagree with each other.
- 6) **Find common ground...** Shift the focus of conversation to what is staying the same versus what is changing. Emphasize elements that will remain constant to help minimize anxiety and uncertainty.
- 7) **Build resiliency to change...** help your teams develop their "change" muscle by keeping them exposed to external perspectives, by providing training and by helping them continually develop skills that keep them up-to-date and better able to react to change when it comes.

Quotable Quotes:

- If you don't like something change it; if you can't change it, change the way you think about it.
~Mary Engelbreit
- If you're in a bad situation, don't worry it'll change. If you're in a good situation, don't worry it'll change.
~John A. Simone, Sr.
- Just because everything is different doesn't mean anything has changed.
~Irene Peter

Right Management is the leading global provider of integrated human capital consulting solutions. We offer much more than advice. We partner with our clients to create a people strategy that will achieve sustainable business results. Our four areas of expertise include, Talent Attraction and Assessment; Leadership Development; Employee Engagement and Alignment; and Career Transition. Right Management is a wholly owned subsidiary of Manpower Inc.

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