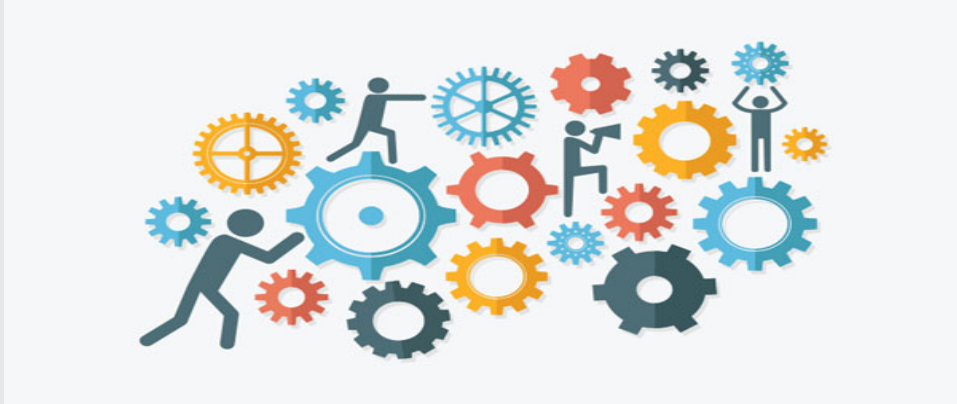


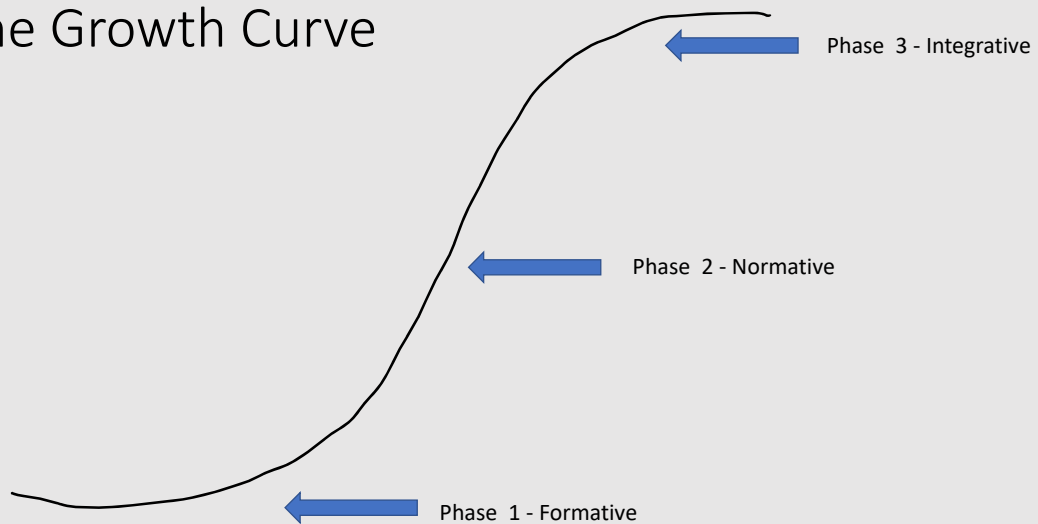
The Human Side of Change



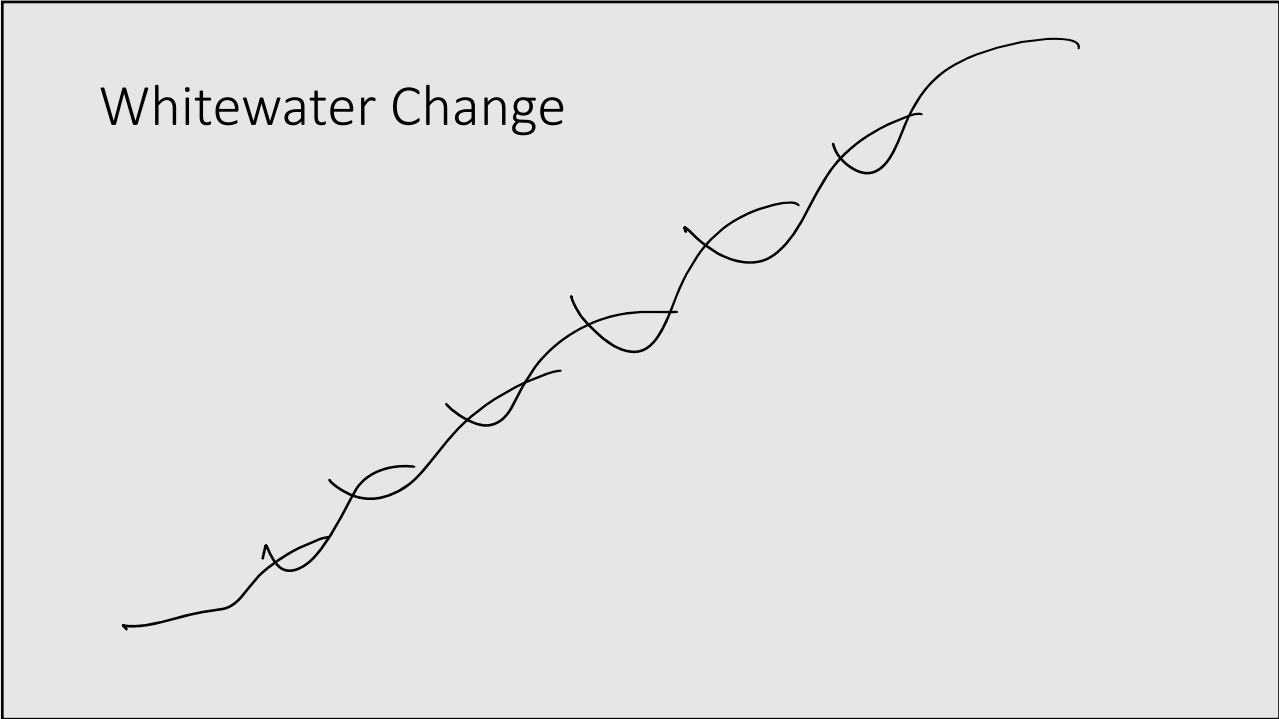
Robert Farmer, SPHR, SHRM-SCP
(he/him/his)
SVP of People Solutions
Clearwater Credit Union

1

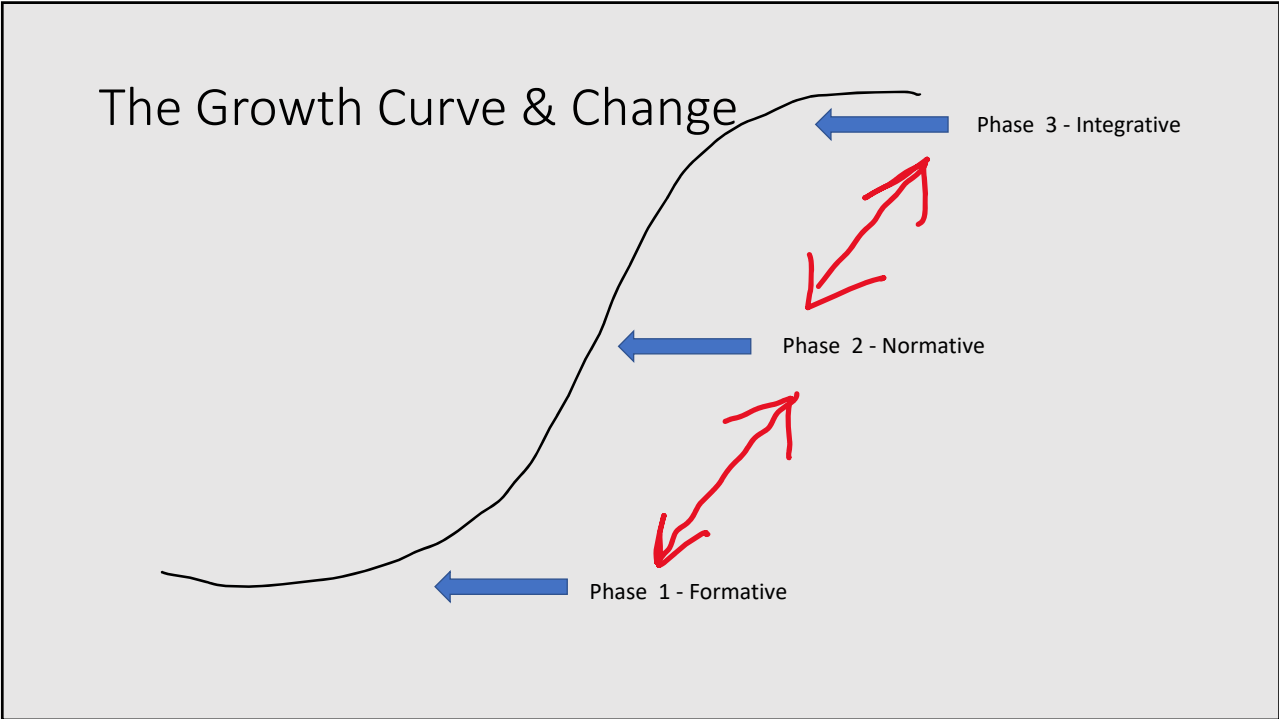
The Growth Curve



2



3

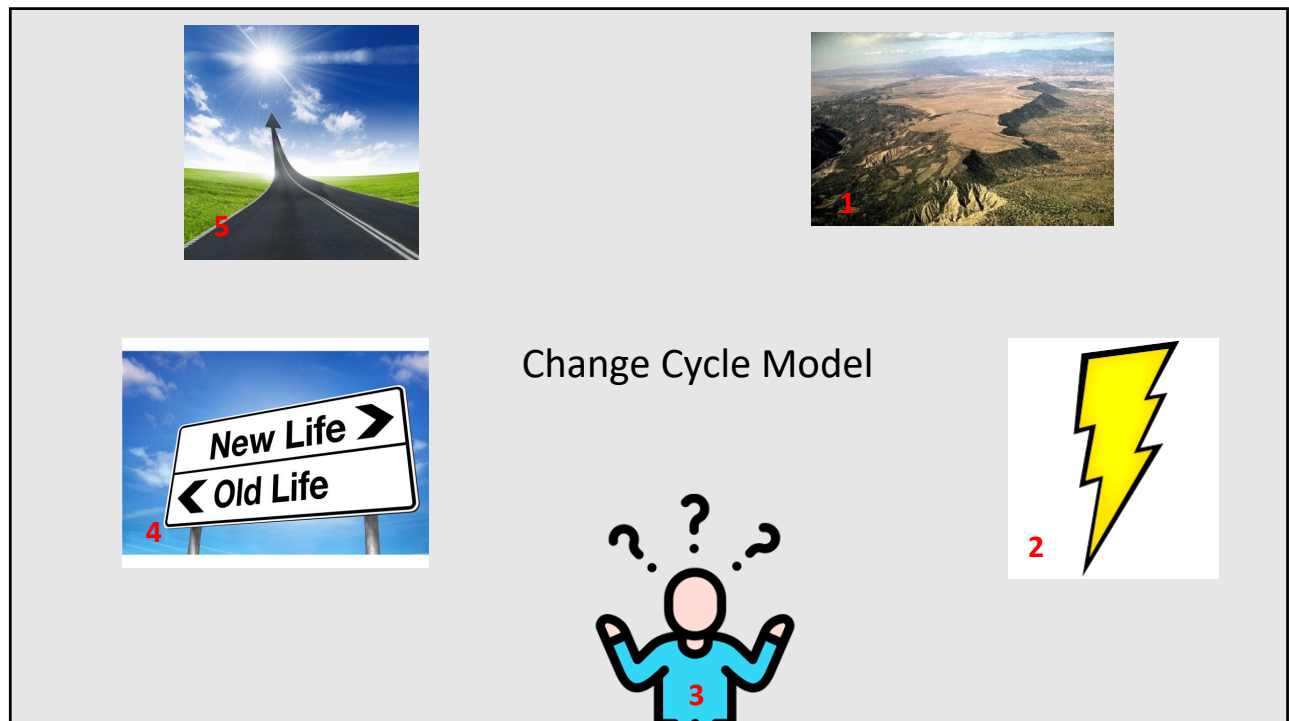


4

Discretionary Energy

- The amount of energy an employee uses over and above the minimum needed to keep their job.
- It refers to the various forms of initiative, responsibility, interest, motivation, creativity, and dedication that people control in themselves.

5



6

Change Cycle Model



1. Plateau: A period of time where everything is going well; you don't want the time to end; disruption to work or life is minimal
2. Trigger: The event that knocks you off of your plateau
3. In-between Times: The period of time in-between plateaus where you have more questions than answers
4. Taking Stock: Taking a look at what you're experiencing and feeling; thinking through the change and what you need to move forward
5. Going Forward: Making conscious decisions about how to move forward; taking the steps to address feelings; holding yourself accountable for your actions and behaviors

7

Energy Continuum



8

Helping Others

1. Look for a change in behavior
2. Take responsibility to reach out
3. Describe neutrally what you see – the change in behavior
4. Ask the Stop, Challenge, & Focus questions



9

Stop, Challenge, & Focus Questions

- What are you saying to yourself?
- Is there a sense of loss? What do you fear losing?
- Is it really true? (ask multiple times if needed)
- What do you want from the change?
- What steps can you take to gain what you want?
- How can I support you?

10

Questions?