

# Thriving

Through Change, Transition, and Loss





# Purpose

To help you name feelings, identify losses, and develop tools to own your emotional journey through change and transformation.







🌿 Welcome, Purpose

🌿 Definitions

🌿 The “feels” of change

🌿 The Neutral Zone

🌿 Identifying and navigating losses

🌿 Thriving through change

# Agenda



# Definitions

A white ceramic mug filled with a light brown beverage, likely coffee, sits on a light-colored wooden table. In the background, several tall, green, slender leaves of a plant are visible against a neutral, light-colored wall. The scene is softly lit, creating a calm and contemplative atmosphere.

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## What is Change?

Change is external – something imposed or encountered. It has a clear start and ending.

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## What is Transition?

Transition is the emotional impact of change – what we internally go through as we experience change.

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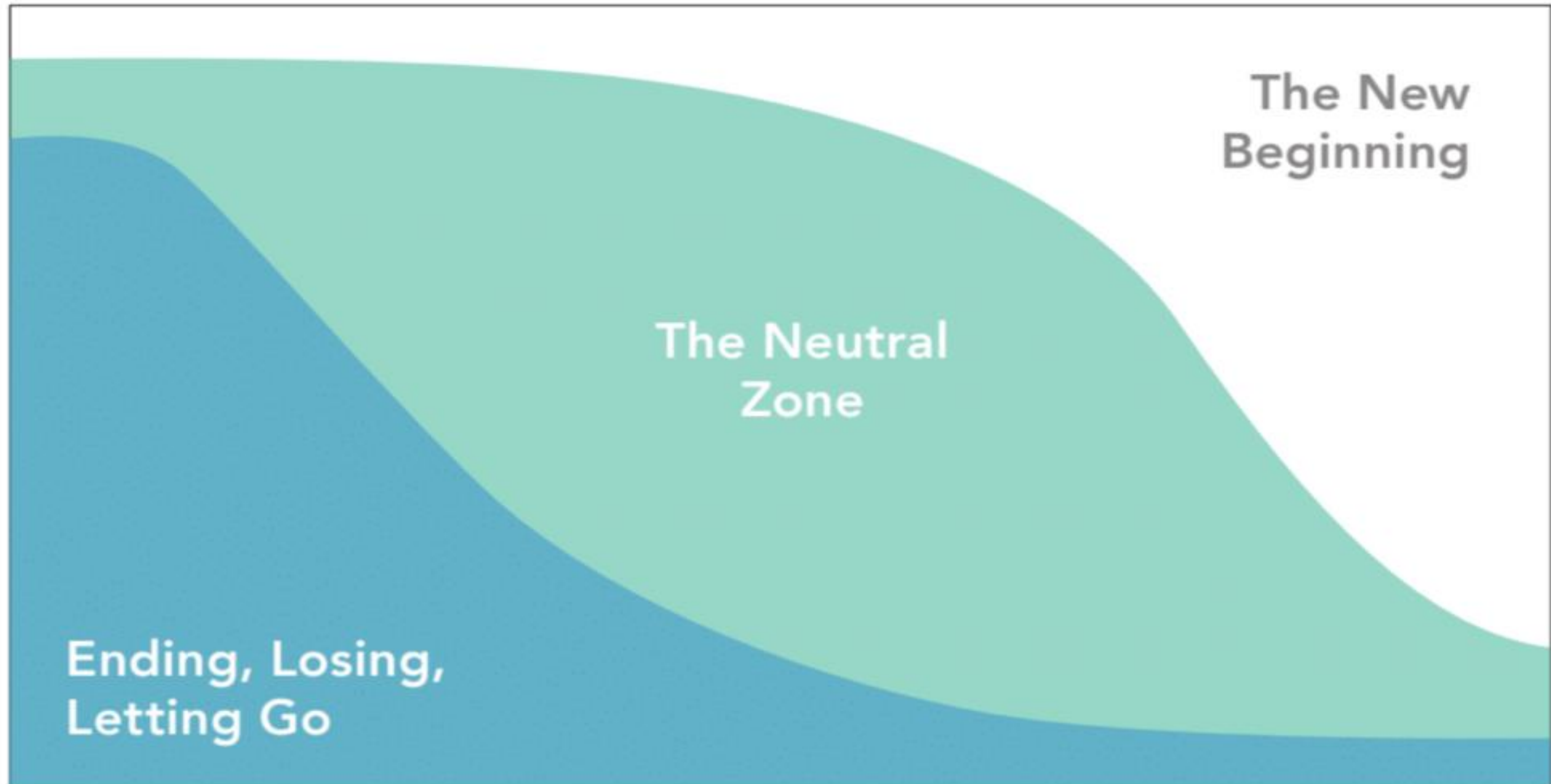
What does change *feel*  
like?

# Change Curve





# Bridge's Neutral Zone





# Endings, Loss, and Letting Go





# What Are We Losing?

- Bad Change?
- Good Change?





# SCARF Model – Dr. David Rock

## **S**tatus

Our importance in relation to others; pecking order, seniority.

## **C**ertainty

Our ability to predict our future; security.

## **A**utonomy

Our perception of exerting control over our environment; feeling like we have choices.

## **R**elatedness

Our sense of connection with others; whether they be friend or foe.

## **F**airness

Our awareness of clear expectations, transparency, and a fair exchange.



# Navigating the Neutral Zone

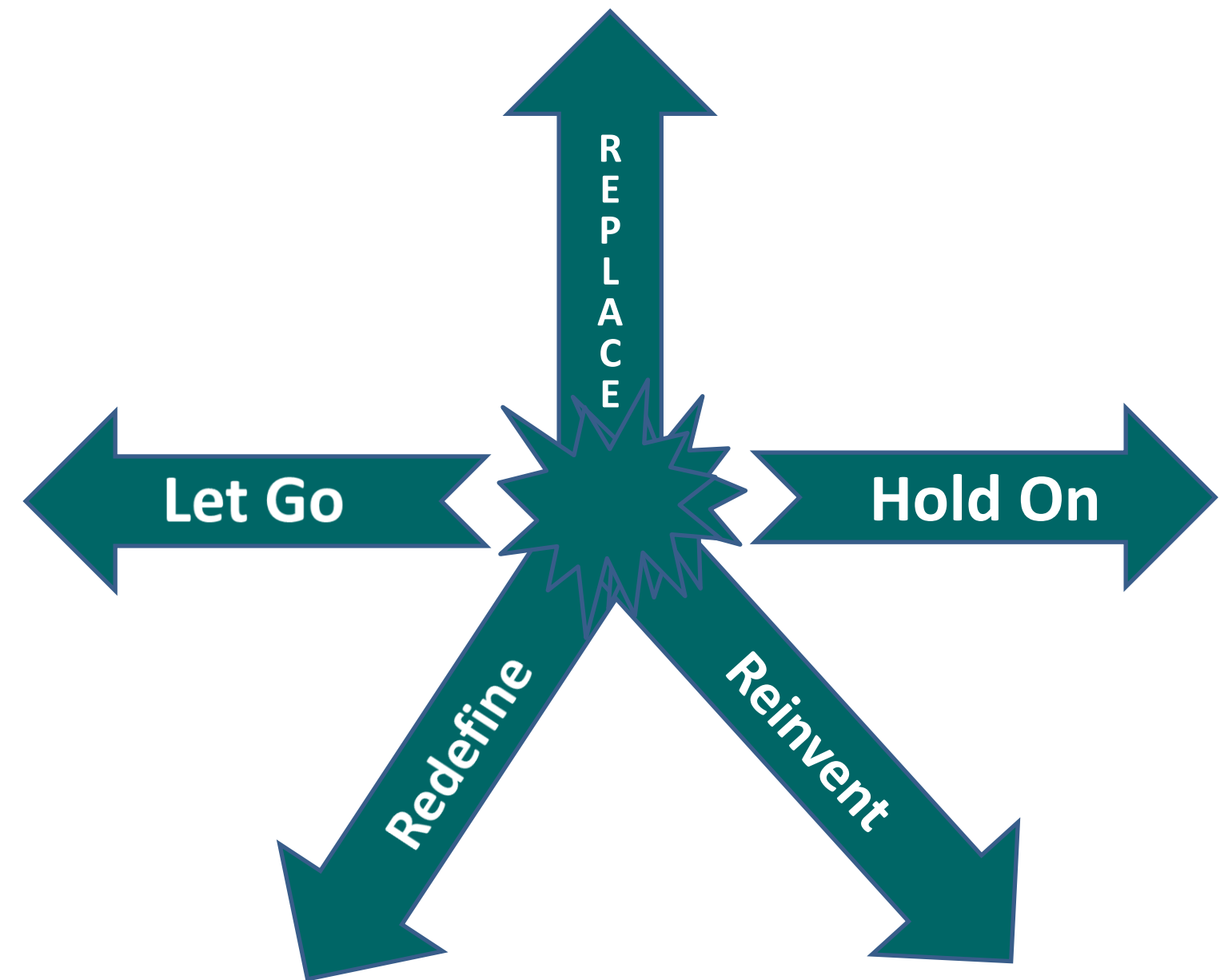
Mitigating Loss





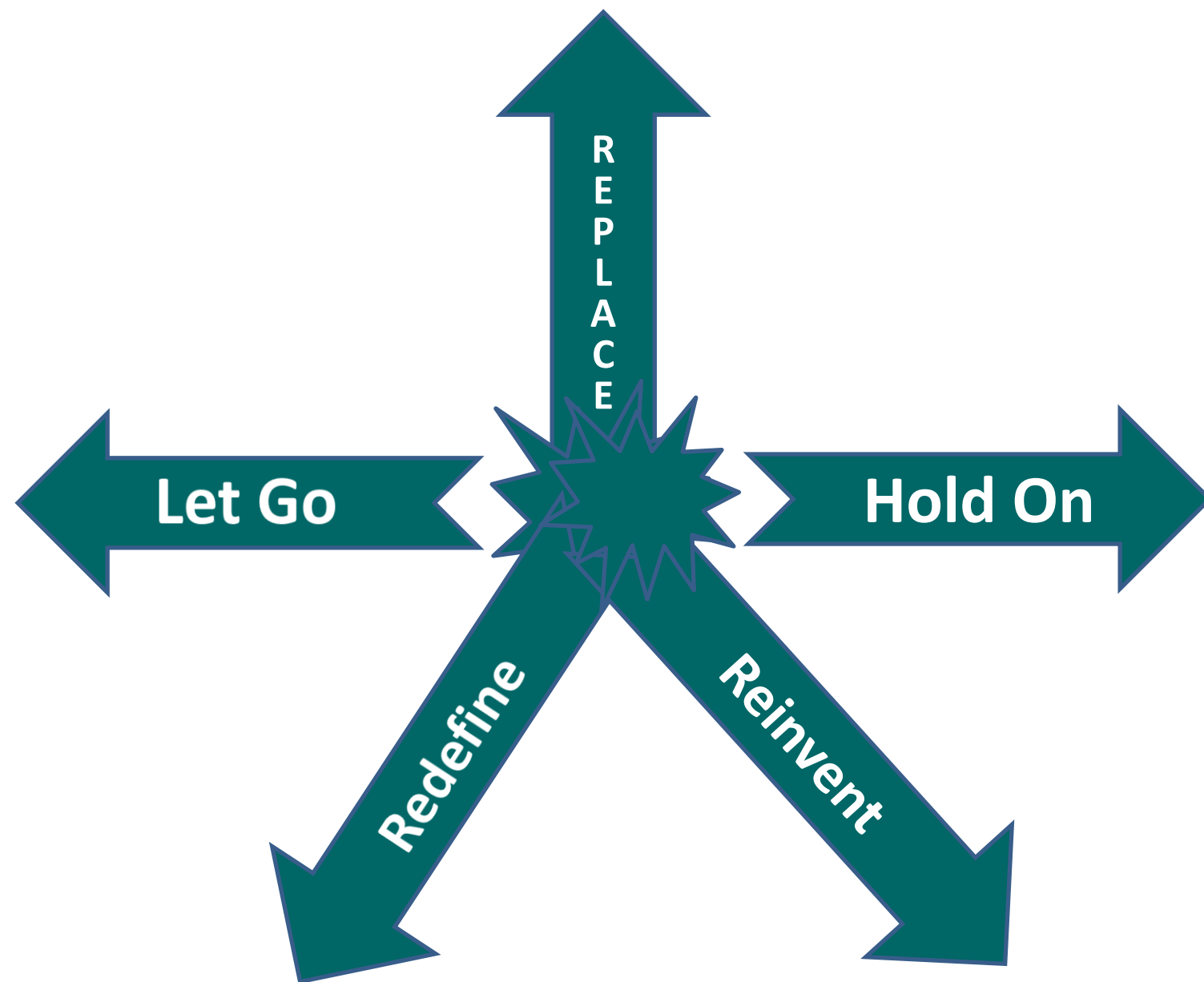


# How Can We Help Ourselves?





# How can we apply these?



**S**tatus

Reinvention: Growth! Explore Possibilities. Others?

**C**ertainty

Redefine: Neutral Zone – time for creativity & rebuilding. Others?

**A**utonomy

Relinquish: “They’re paying me to do it – might as well get it done.” Others?

**R**elatedness

Replace: Create new connections. Others?

**F**airness

Redefine: Practice curiosity, offer suggestions to fill expectation gap. Others?



# How can leaders help?

Avoid creating further threats.

## Status

Give only positive feedback in public; Praise and celebrate as often as possible; Allow staff to give input on their performance.

## Certainty

Break complex challenges down into smaller steps or phases;  
Give as much concrete information as you can.  
If you have no info, give a date for the next update.

## Autonomy

Look for areas you can give staff control. Maybe set a goal and let them decide how to reach it, or allow them to set their own hours, etc.

## Relatedness

Dedicate time for connecting; create safe environments for sharing;  
Set up small groups for peer coaching or mentoring.

## Fairness

Practice transparency; Share information frequently and regularly;  
Allow staff and teams to create their own rules and norms.



# Thriving through Change



## **Make time to recognize and process loss**

Use SCARF to identify loss.  
Create time and space to process the loss,  
yet stay engaged with the change.  
Recognize the myriad of emotions that can occur.

## **Look for opportunities to reframe**

Replace the old with the new – focus on the benefits.  
Redefine the loss – or yourself!  
Reinvent yourself – try a new persona, learn a new skill.  
Embrace the change?



# Resources

- [Bridges Transition Model](#)
- [SCARF: The Neuroleadership Institute](#)
- [Kübler-Ross Change Curve](#)



**How will you apply this?  
Let us know at**

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