



Change, Disruption, & Uncertainty

...And How We Humans Respond

Ronn Lehmann





A red starburst graphic with a white outline and a drop shadow, containing the word "Innovation!" in white text.

Innovation!

A red starburst shape with a white outline and a drop shadow, containing the word 'Innovation!' in white bold text.

Innovation!

A red starburst shape with a white outline and a drop shadow, containing the word 'Speed!' in white bold text.

Speed!

A red starburst shape with a white outline and a drop shadow, containing the word 'Innovation!' in white bold text.

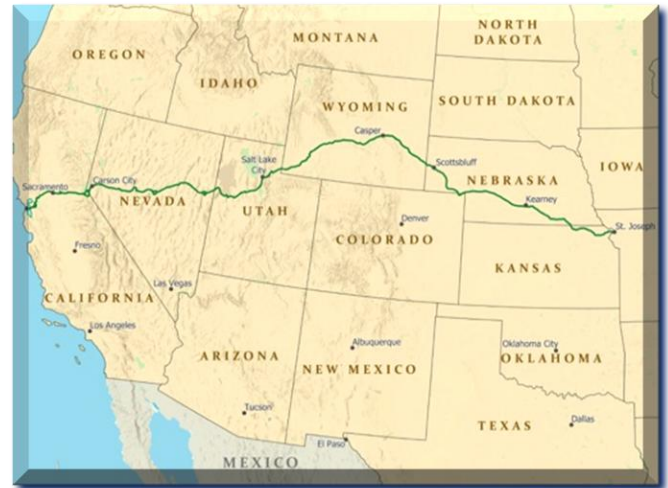
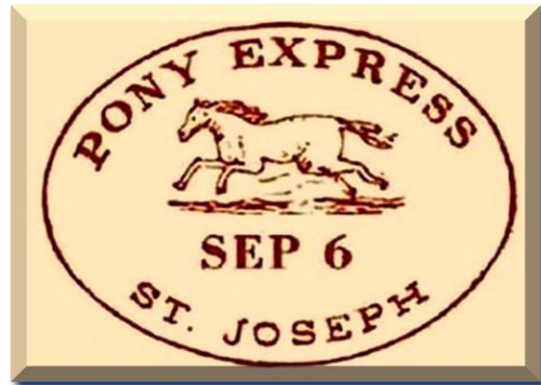
Innovation!

A red starburst shape with a white outline and a drop shadow, containing the word 'Speed!' in white bold text.

Speed!

A red starburst shape with a white outline and a drop shadow, containing the word 'DISRUPTION!' in white bold text.

DISRUPTION!

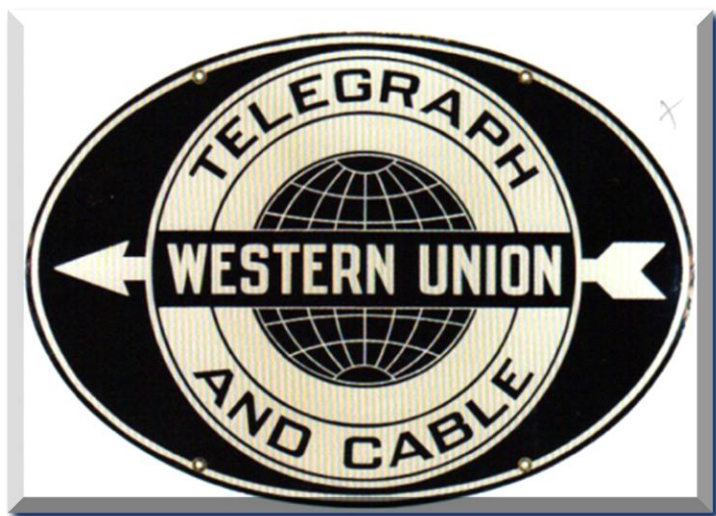




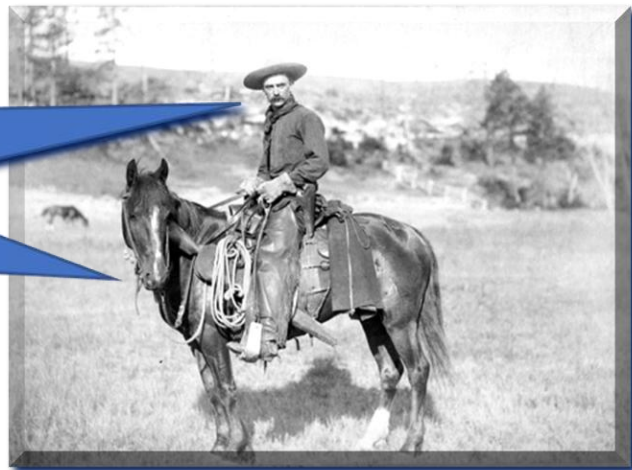
RIP

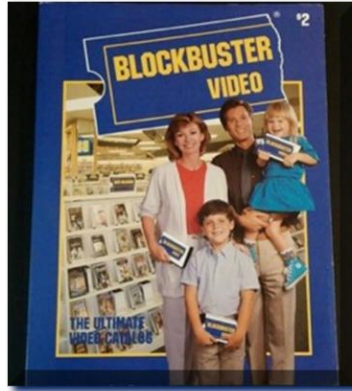
Pony Express
1860-1861





Wait...
WHAT??







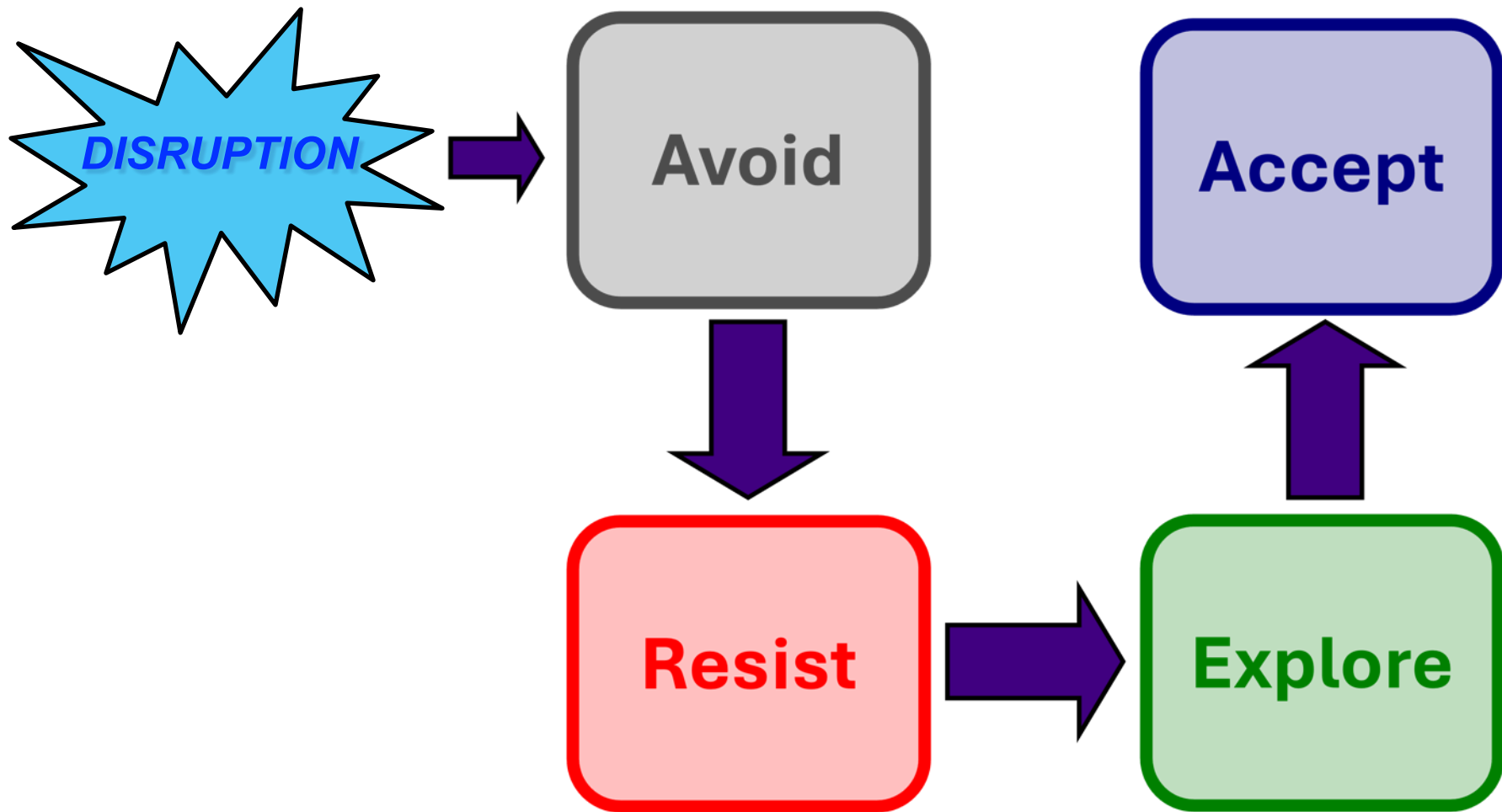
Volatile

Uncertain

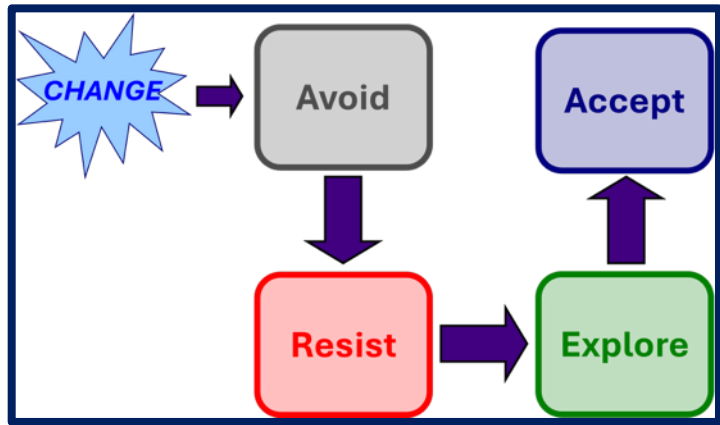
Complex

Ambiguous

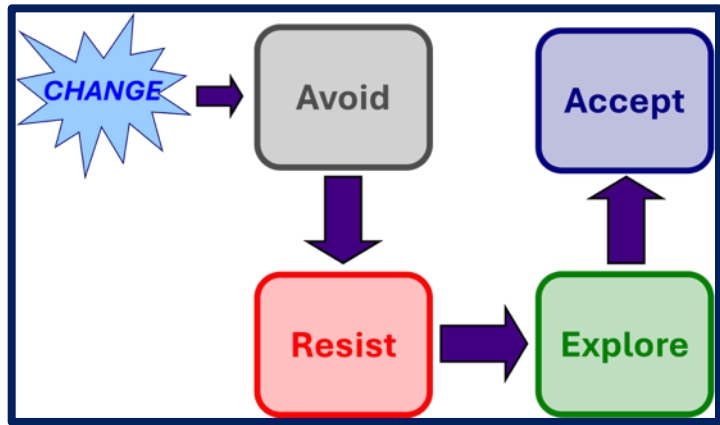






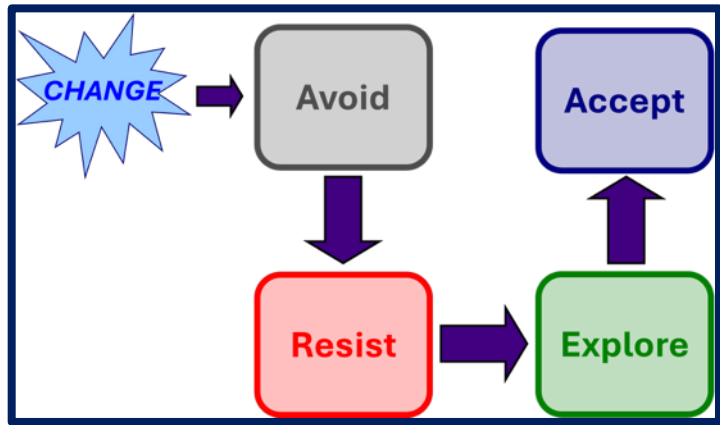


I'm running late...can
we meet at 9:15
instead of 9:00?

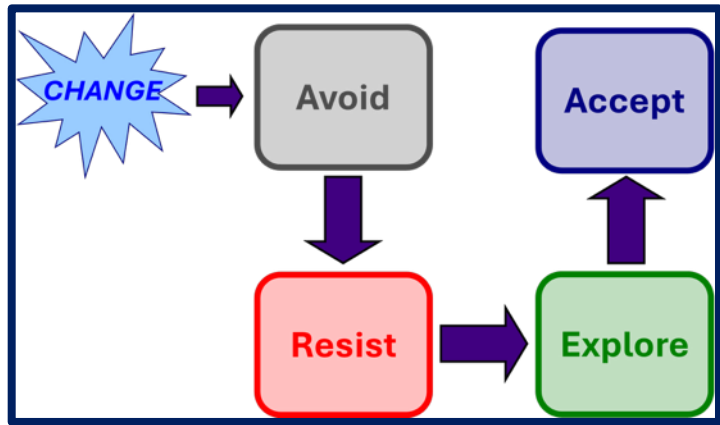


I'm running late...can we meet at 9:15 instead of 9:00?

No problem.

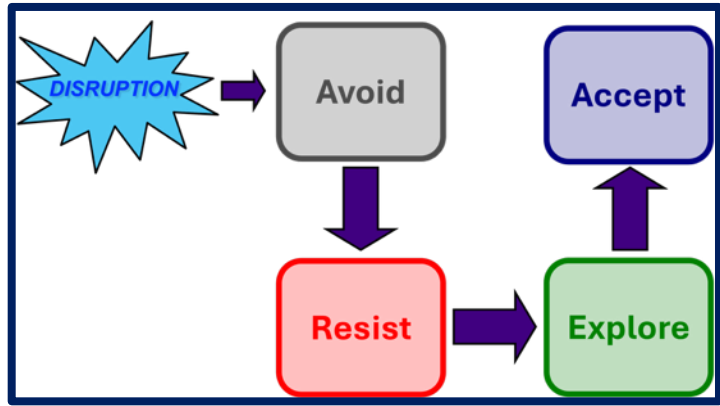


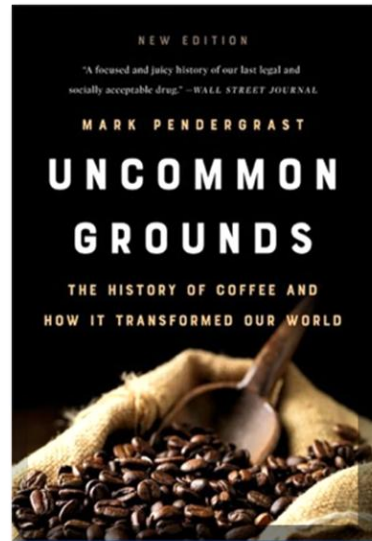
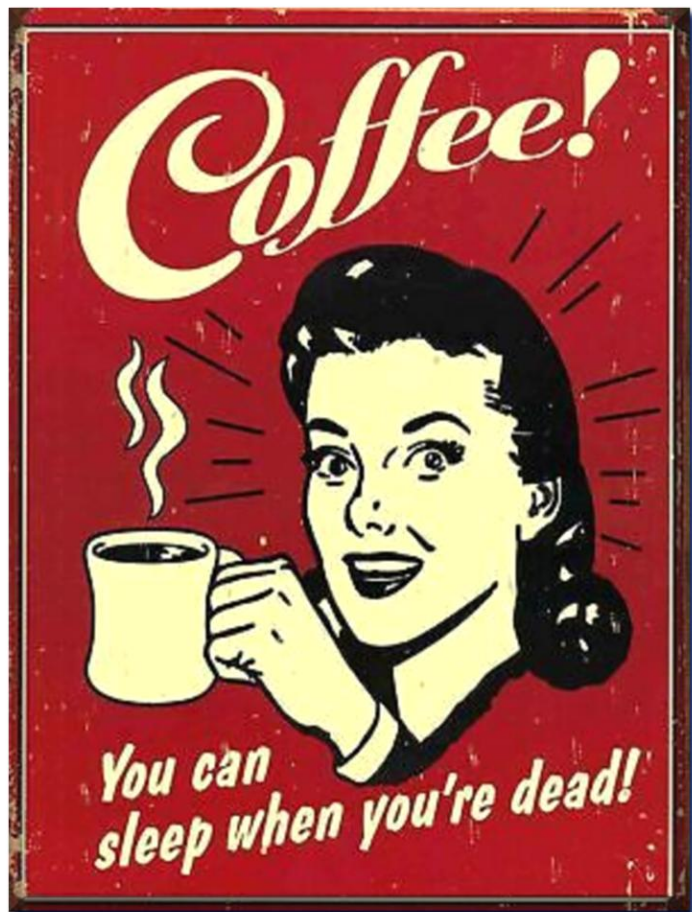
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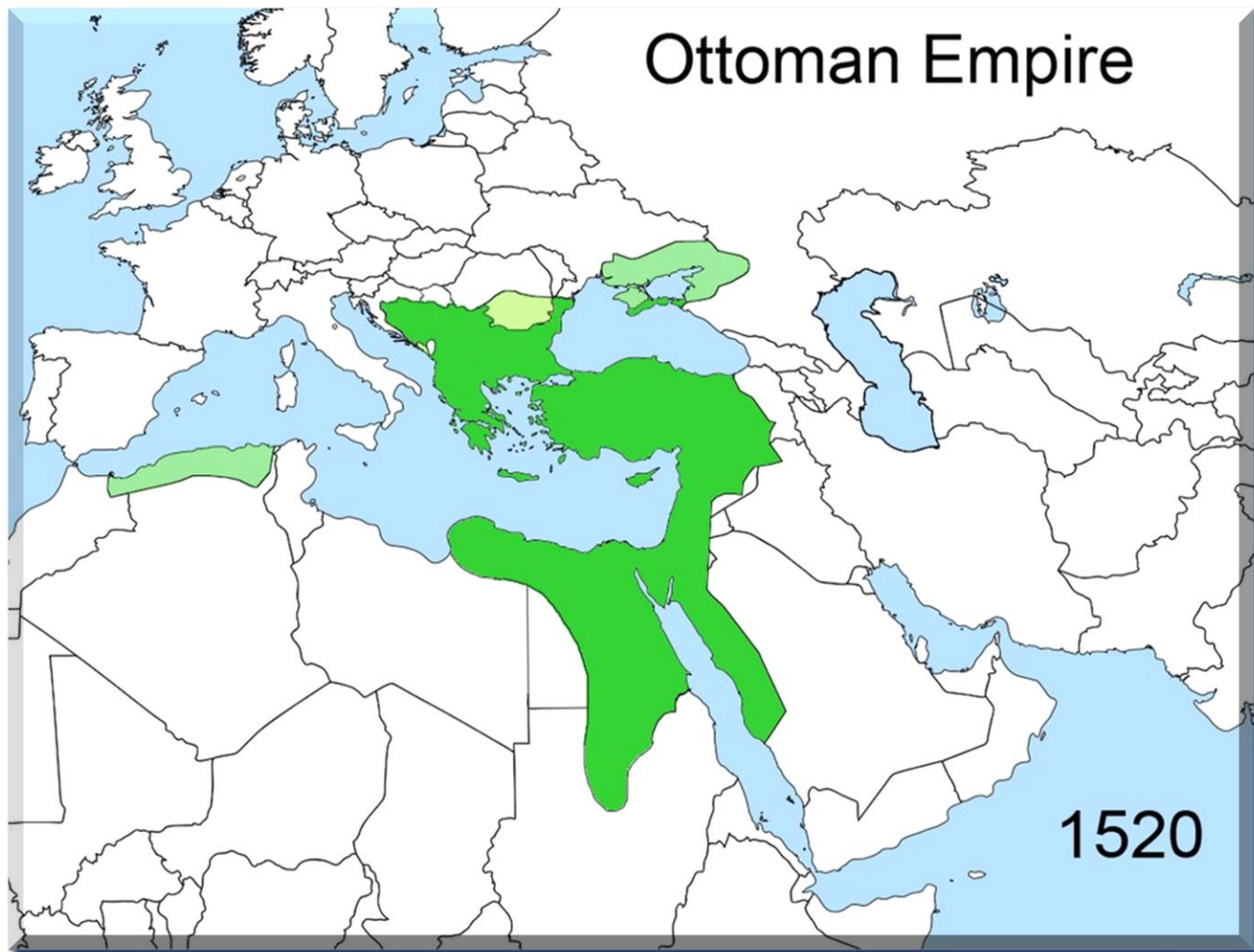
I'm running late...can we meet at 9:15 instead of 9:00?

No problem.





Ottoman Empire



No
Coffee!



No
Coffee!



Coffee is
Sacred!



Coffee is
Sacred!



Coffee is
Sacred!











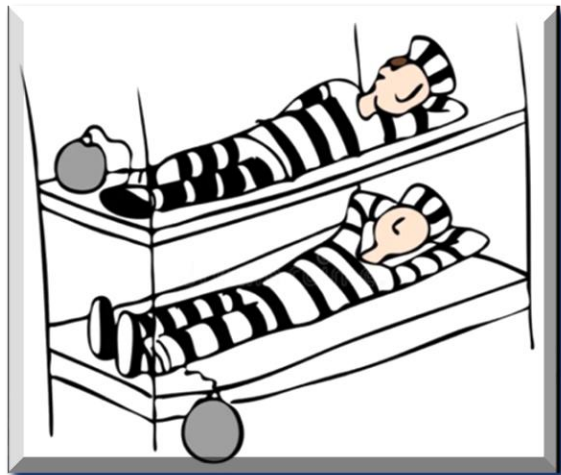


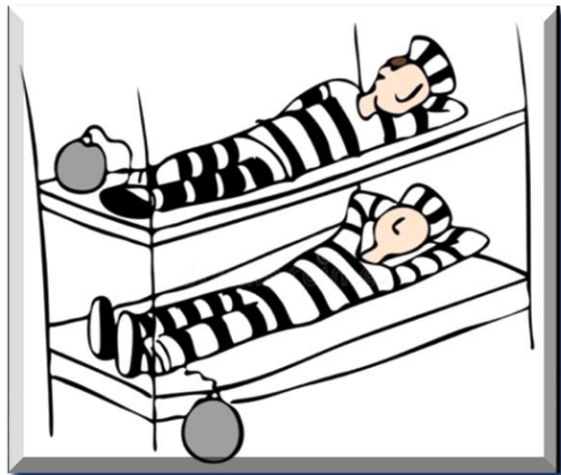
"A truly Christian beverage!"

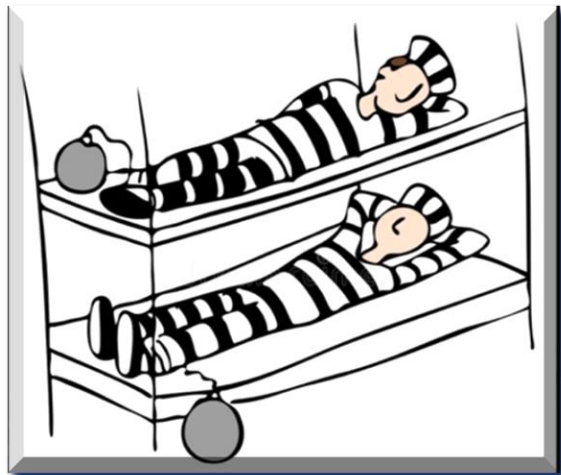


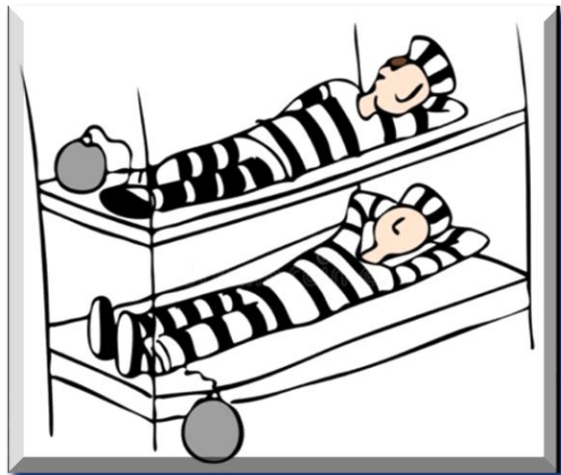


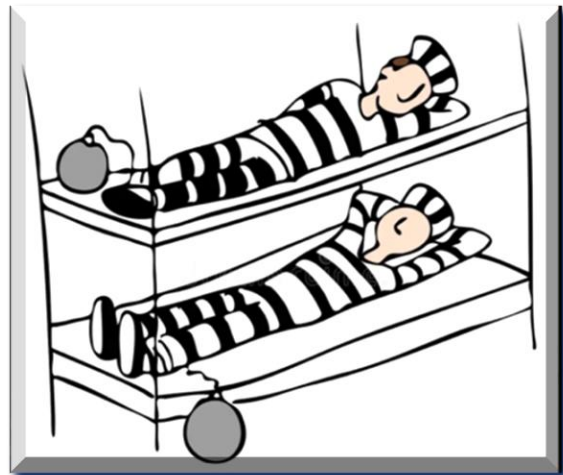














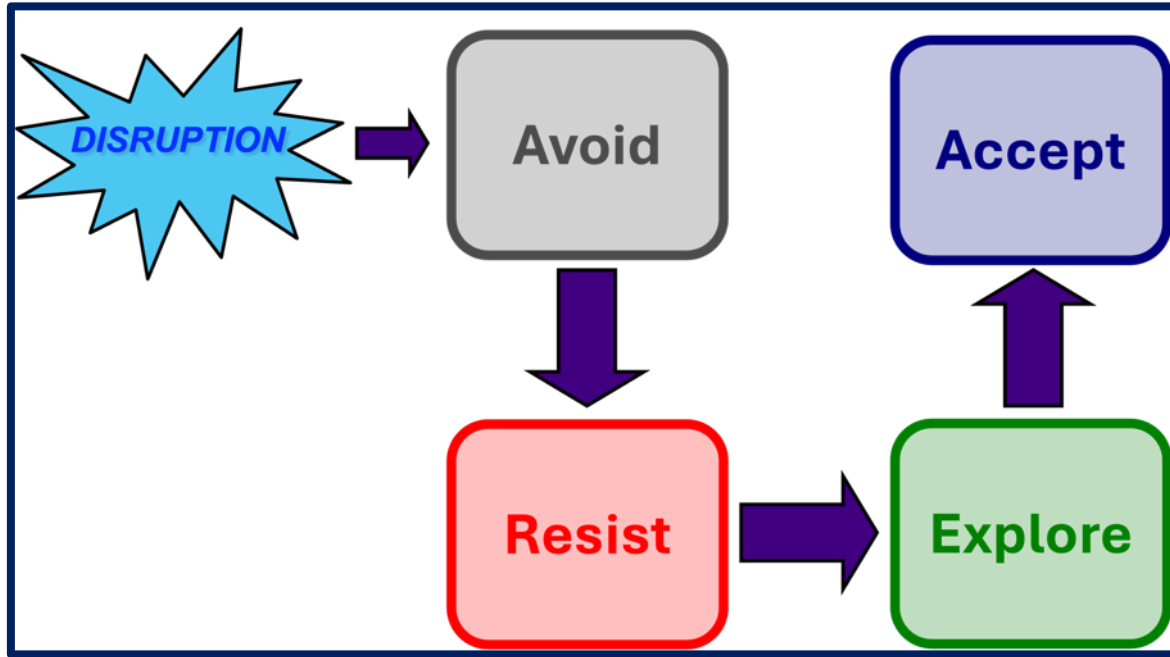
Coffee is
Sacred!

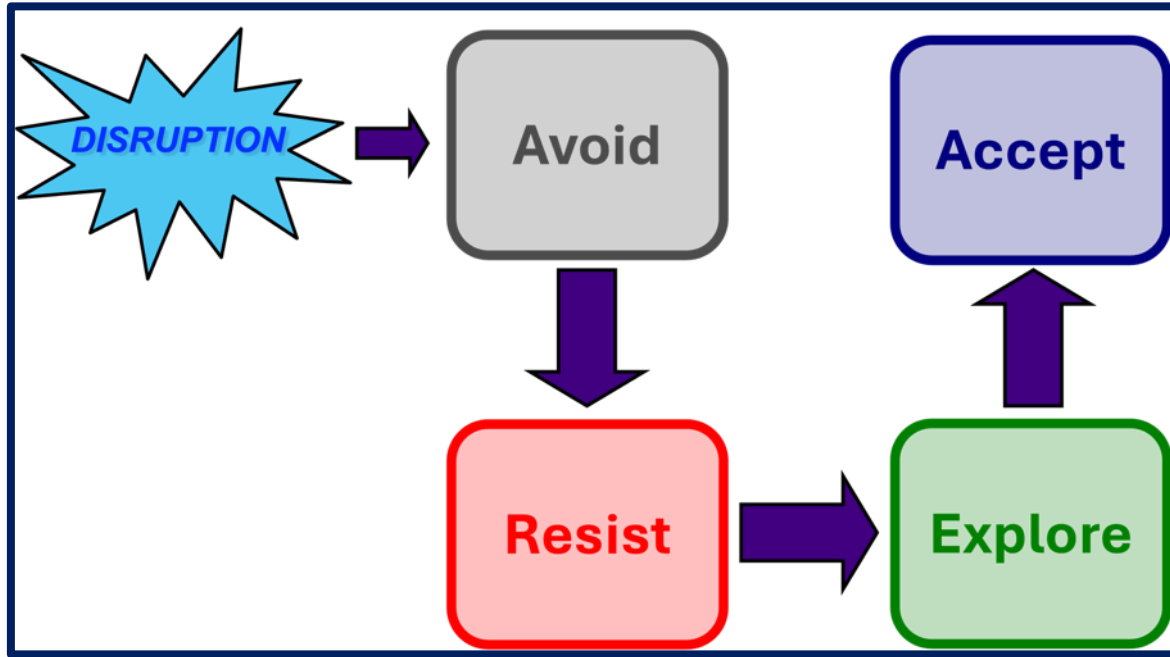


"A truly Christian beverage!"



**Fear of
Losing
Everything**

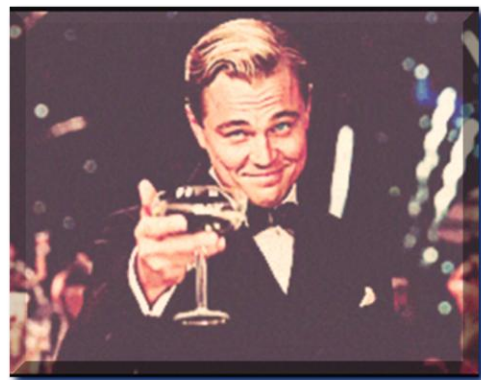
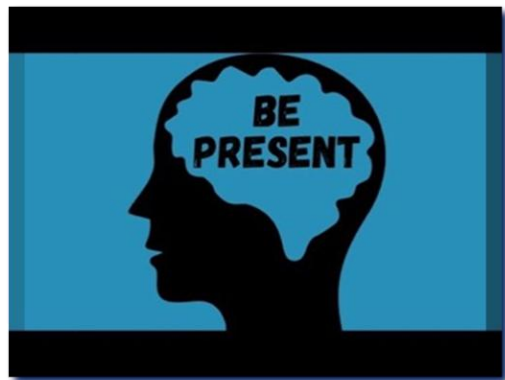


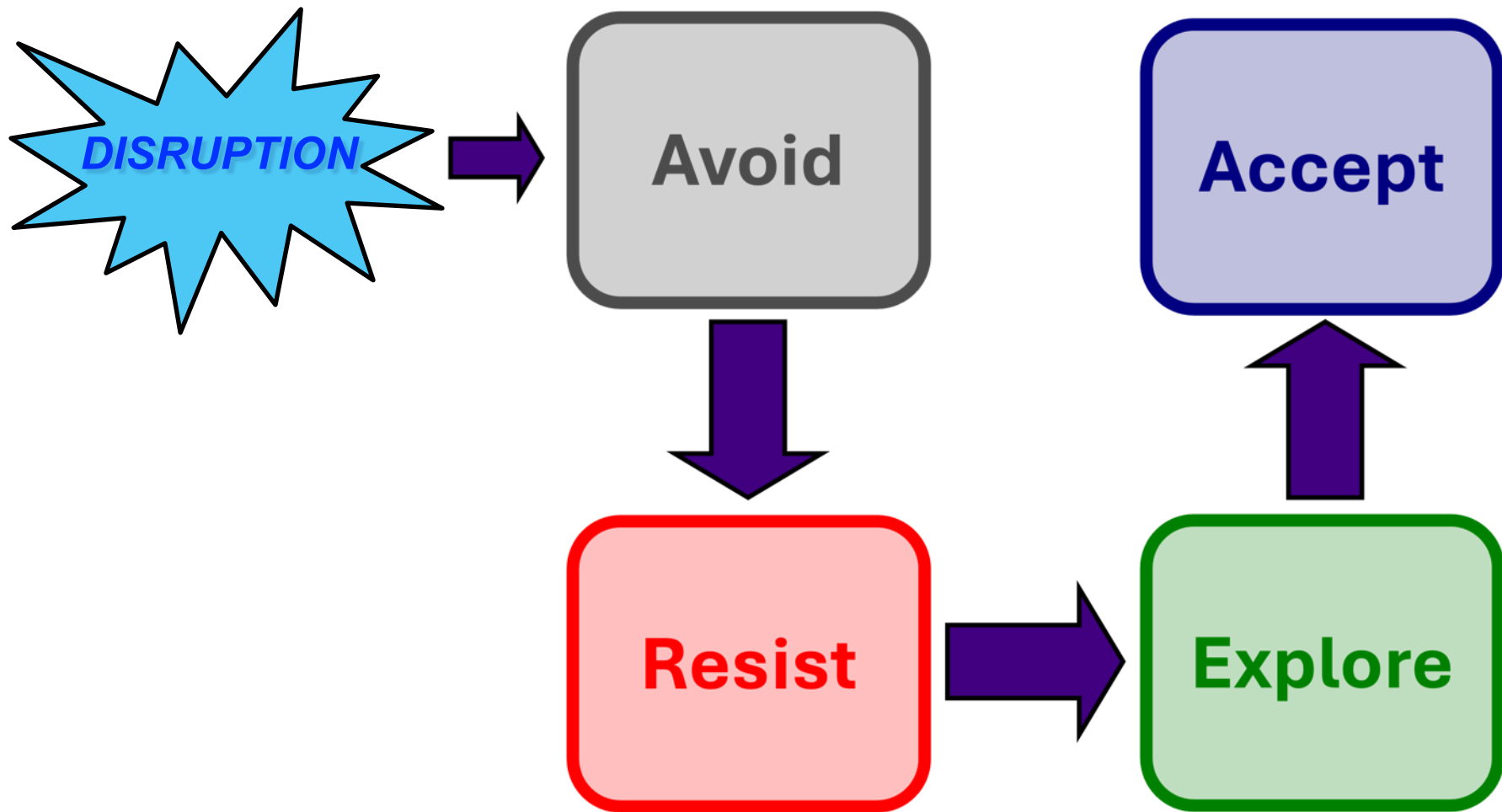


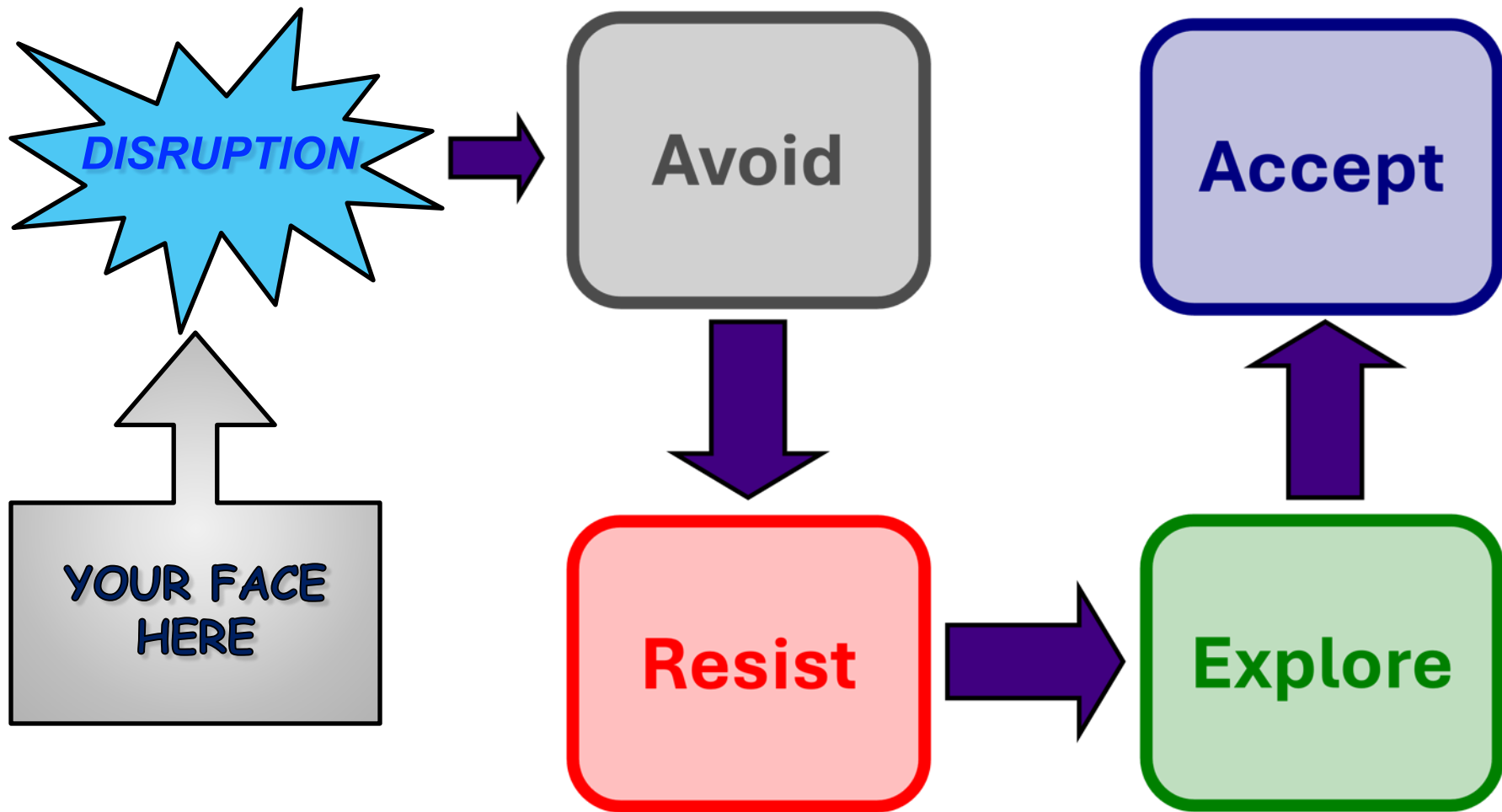
Where am I?

What do I need to do to move?











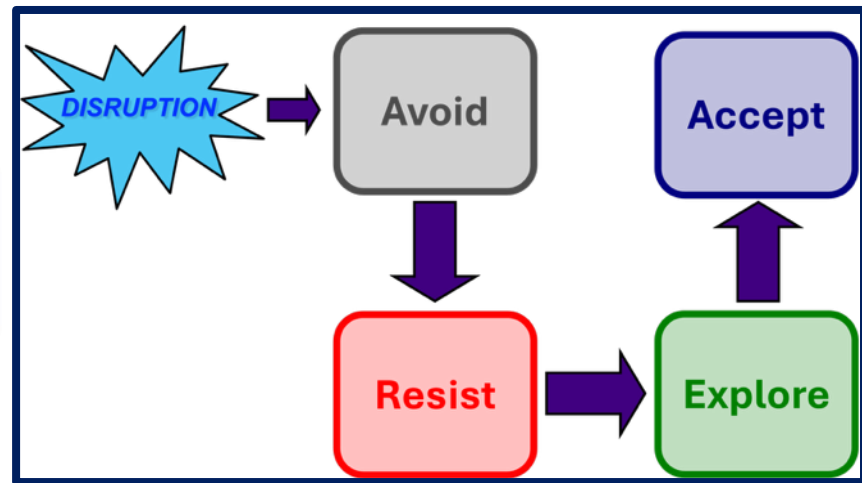
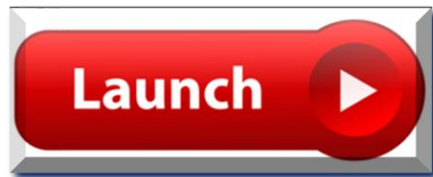
Explore



OLD WAY

The image shows a chalkboard with two large, hand-drawn arrows. The top arrow points to the left and contains the text 'OLD WAY'. The bottom arrow points to the right and contains the text 'NEW WAY'. A hand holding a blue marker is visible on the right side of the 'NEW WAY' arrow, appearing to have just finished writing it. The background is a blurred outdoor scene with green foliage.

NEW WAY

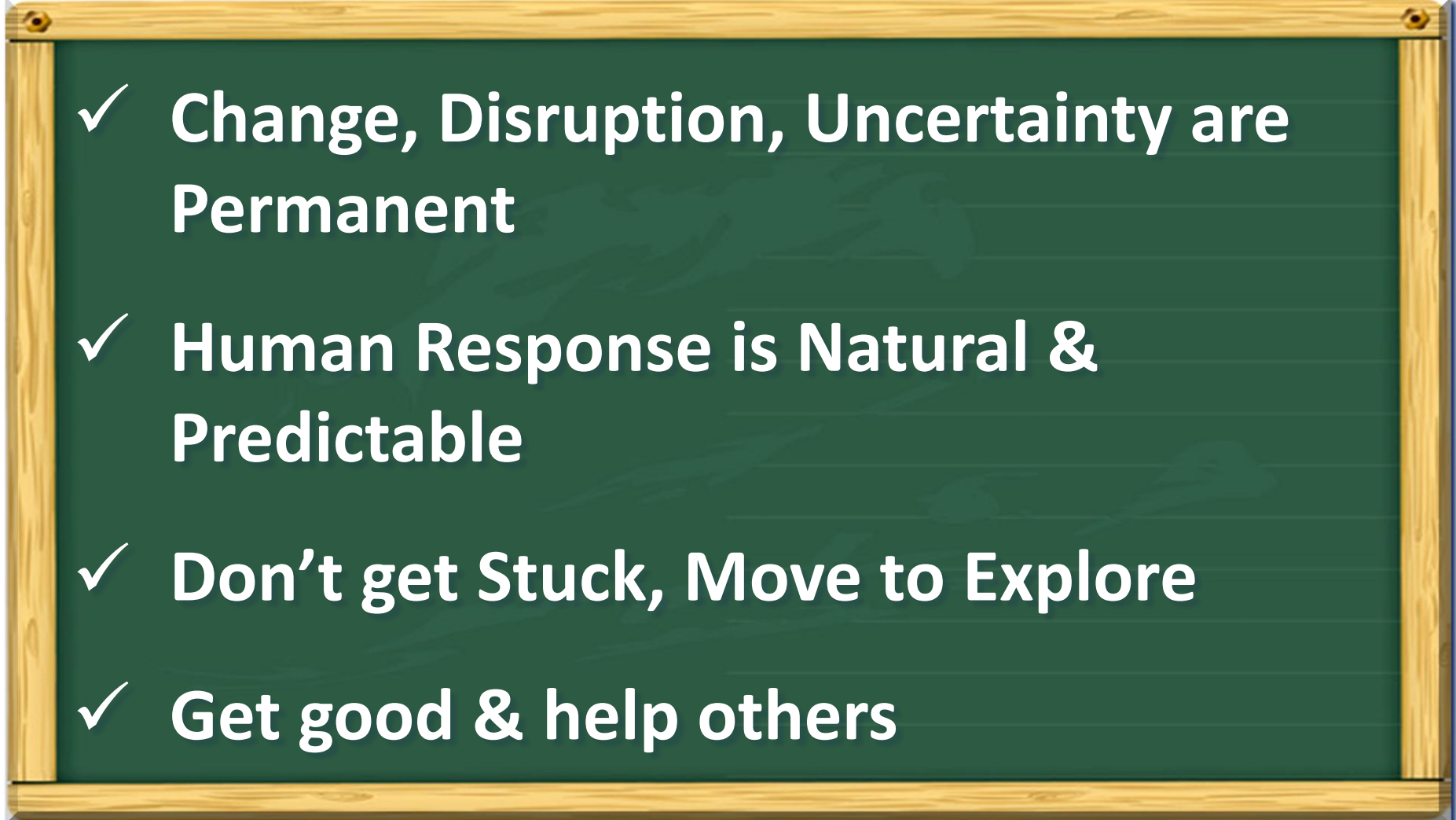


First time human,
*please be patient
with me.*

WE ARE IN THIS
TOGETHER

Helping Others through the Process

PHASE	INDICATORS	HELP THEM
AVOID	• Evade, sidestep • Act as if nothing is going to happen • Avoid asking questions about the change • Question every minute detail • Blame others • Fear loss of norm	BE PRESENT! Provide information and make sure they know: • Why this change may be positive for them • Value you can provide • Their <i>real</i> feelings about the change
RESIST	• Uncomfortable • Angry • Overwhelmed • Doubtful about the change • Despondent • Out of control	LET GO! Help them identify: • What they might lose • What they might gain • What they can personally control • One step they can take now to manage the change
EXPLORE	• Seek out information • Try out new ideas • Identify different ways of doing things • Become more proactive about problem-solving • Discover benefits to change	BE CURIOUS! Help them identify: • How they can make a difference in this change • What they would like to create out of this change • What their desired future looks like • Possible opportunities and advantages for them • Specific milestones they can use to mark progress
ACCEPT	• Understand the change • Confident and in control • Know what to do and go about doing it • Feel less stressed and more productive • Integrate the change	CHOOSE! Help them identify: • How they will know they have succeeded in the change • How they can reward themselves • 2-3 long term goals • Possible opportunities for them in further changes

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- ✓ **Change, Disruption, Uncertainty are Permanent**
 - ✓ **Human Response is Natural & Predictable**
 - ✓ **Don't get Stuck, Move to Explore**
 - ✓ **Get good & help others**

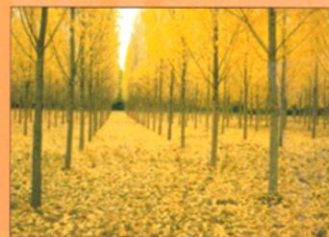


"As one of Pema Chödrön's grateful students, I have been learning the most pressing and necessary lesson of all: how to keep opening wider my own heart."

—ALICE WALKER

WHEN THINGS FALL APART

Heart Advice for Difficult Times



PEMA CHÖDRÖN



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