

# Competency: Adapting and Responding to Change

## Activity 1

Keep an open mind when changes are introduced. Listen to the reasons for the change so you can understand why it is necessary. Don't be afraid to give your own opinions and challenge existing methods. Identify where you are on the "change curve": feeling shocked, blaming others, blaming yourself, feeling confused, accepting or problem-solving.

## Activity 2

When a new idea is introduced, withhold making a judgment until you have examined the idea closely. Try to keep an open mind about new methods of doing things, or to new approaches to problems. Compare current thinking to the new idea and identify the improvements.

## Activity 3

When dealing with other cultures, be aware that there may be unexpected differences from your own, such as body language and gestures. Ask about social expectations, for example how to greet others or decision-making formalities. Explain your views openly, clearly and succinctly. Be prepared to repeat or rephrase to ensure full understanding.

## Activity 4

Select a change that you wish to introduce into your department. List the positives and negatives of implementing the change, and the positives and negatives of not implementing it. Develop a persuasive argument to explain the underlying rationale and potential benefits of adopting the change.

## Activity 5

When dealing with others, try to identify the other person's motive or interest. Link your expressed views to those of the other person. Use tact when challenging people and bringing in alternative opinions to avoid alienating them. Make it clear that you are taking the other person's views into account.

## Activity 6

Consider how you respond in ambiguous situations. Does your response negatively impact on your behavior? If necessary, discuss your responses with a mentor to help you develop more effective reactions and strategies for dealing with this kind of situation.

## Results: