<TESTED READ TIME: 24 minutes>

Change can be hard…
But change can be rewarding, and lead to opportunity.

Today, we'll talk about how you can navigate change as it happens around you in your team, company and professional life. You might just learn a few things about yourself, too.

How Change Affects Individuals

People react to change in many different ways, for individual, often personal reasons.

Sometimes people thrive on change. Shaking things up can provide opportunities for growing and learning as well as showing others what you're capable of. Maybe this is something as big as a promotion with lots of new and exciting opportunities, or something as small as a week where you eat only new things for lunch.

Other times, people feel anxious and uncertain from change. Being out of control or made to experience new patterns can be scary. That fear and anxiety affects not only your team, but your general well being as an individual. Perhaps having a new manager leaves you feeling uncertain about what you'll be expected to deliver, or maybe you find that not knowing if you'll like the sandwich you packed makes you worry about being hungry later.

Change is all around us, and learning to manage it and ride the wave is a skill you can cultivate with a little practice and self reflection.

How Comfortable Are You With Change?

To get a sense of how you feel about change now, take this short quiz. Remember, the data from the quiz won't be shared with Edgio, and you can feel free to answer honestly. What does your feedback from your score say about your attitude towards the new and uncertain? Which areas could you work on?

https://www.psychologies.co.uk/test/test-how-do-you-deal-with-change/#test

<Embed Success: >

Change IS Good

Let's get it out of the way early - in the grand scheme of things, change is good. It unlocks the potential for growth, increased personal reflection, and forward movement.

What's so hard about change isn't the change itself, but rather the *resistance* to change that so often comes with it. Pushing back against a force is exhausting. Realizing that you can't control everything, but that you can control how you cope, can be freeing.
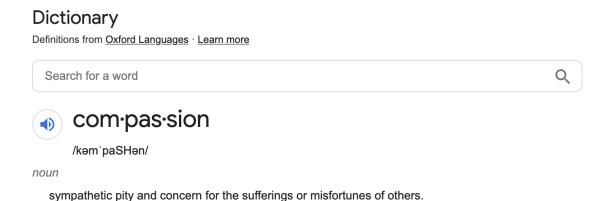
Ask yourself these three questions:
1. What do you need to stop resisting? (e.g. changing the business model)
2. What do you need to get honest about? (e.g. under budgeting)
3. What are you avoiding? (e.g. a discussion with your coworker or manager)

Write down the answers somewhere safe and personal. Then, set a reminder on your Google calendar to check back on the list 3 months from now and see how successful you were in focusing on these issues. If it went well, great! If it proves harder than you'd thought, you'll have a great reminder to refocus and reevaluate.

Compassion and Empathy During Change

Dictionary

Definitions from Oxford Languages · Learn more

Search for a word	🔍

🔊 **com·pas·sion**

/kəmˈpaSHən/

noun

sympathetic pity and concern for the sufferings or misfortunes of others.

Compassion and empathy are two words that might seem the same, but are actually a bit different.
Compassion is when you relate to someone's situation, and you want to help them. You see someone in trouble, and you feel like pitching in.
Empathy is an understanding of our shared humanity. It's the ability to see yourself in another person's shoes. Compassion just adds another dimension, the desire to help, on top.

To help your teammates navigate change, you'll need to occasionally flex both of these emotional muscles.

Managers: your team might feel anxious about what change could mean for their own lives. In some companies, change can result in goal, compensation or benefits changes. All of those things are big! Even though they might not be on the table for your team, the thought could still be gnawing away at the back of their mind every day while they try to get work done.

Remember this when you hold meetings, provide updates on changing priorities, and conduct your one on ones. And change, even good change, takes time. Exercise patience.

Firstteammates: your manager might say one thing on Monday knowing that it's true, then have to report back with a different thing on Friday depending on how change has progressed. Maybe your project can't be approved after all. Maybe open enrollment for insurance will be a little shorter this year. They're doing their part by sharing information with you as they understand it, when they feel you need to hear it. And they're also buffering many more changes than what they need to share with you, for you, to help keep you focused and shift the burden.

No matter who you are or what your responsibility at Edgio might be, remember that we are all navigating change **together**. Give your teammates the benefit of the doubt that everyone is doing the best that they can, by being accepting and supportive of working through their stresses and anxieties. All this is an excellent segway into our next topic: **Communication During Change**.

Communication As a Way of Riding the Change Wave

Change on an organizational level means that even with the best of plans, there will always be some unexpected hiccups or deviations away from the original plan. Simply, you might plan to pack a sandwich for lunch, but adjust that plan when you find that your roommate ate the last of the bread. More complexly, your department's promised new open position might shift from a February to a June hiring date as acquired employees or shifting priorities are reevaluated. Both scenarios have ripple effects on your day, and could cause frustration or disappointment.

One surefire way to help your teammates or direct reports cope with change is to be open and clear with your communication. If you're not certain how something will work or be affected by change, start a Slack message to get a conversation going. If it's larger and needs thought from managers or a guiding team, send an email with a list of your concerns or plans. Equally important, if you're asked to express thoughts in one of these communication channels, then **do**! Take a little time to collect your thoughts if necessary. Participating in the process will help you feel more present and involved in the changes around you.

Be respectful of the thoughts of others during these conversations, too. Everyone should feel heard and given an opportunity to state their worries. The goal is to be proactive and look towards the future of how proposed changes might affect you, your team, or Edgio's goals and values. Finally, try to focus on the positive! A change might feel like a loss or setback at first, but with perspective could be an opportunity for bigger and better things.

Let's look at an example.

Your manager informs your team during a meeting that the deadline for delivering a project has been pushed three weeks into the future to align with a rebranding effort from the Marketing team. You know from previous conversations with a coworker on a different team that an important client is counting on the original deadline to launch a new product. What's the best thing for you to do next?

- *Set up a meeting with your manager and the coworker to have a conversation about the potential conflict*
- *Ask the coworker to reach out to the client and inform them of the deadline change*
- *This isn't your problem - leave it to your manager and coworker to figure out timing and execution*

Answer: A is the best!
This gets everyone on the same page and provides one cohesive location for figuring out next steps.
B is a little too hasty. You don't have the full context your manager does, and shouldn't initiate client conversations before change has been confirmed and fully communicated.
C might be the least stressful for you, but leaves Edgio and your teammates open for pain later on. Plus, this option fails to follow our core values of Ownership and First Team commitment to collaboration and accountability. We want to be proactive and help bridge gaps in communication, not increase the gaps that can come with change.
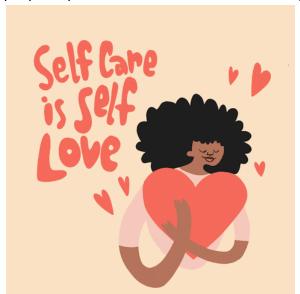
<H5P Scenario Selector>

Strategies for Coping With Change

We've already talked about communication as a way to navigate change. But what else can we try?

- When going through periods of uncertainty it's crucial to nurture and take care of yourself. If you're not sleeping well, skipping your breaks, avoiding taking time off or working late every night, you increase your potential to burn out. Burning out is bad, for everyone, but can have very real physical and emotional consequences on you as an individual. If you're feeling burnt out by change, reach out to your manager or Edgio's

people experience team. We're all here to help and support you.

- Track how you're feeling, week over week. Sometimes, a really bad day can cloud our judgment about how things are going overall. Try finishing each day by giving it a rating between 1 and 5, with 5 being the best. At the end of the month, see if you spot any patterns to your bad days. Are Thursdays too meeting intensive and stressful? Are there timezone issues that we could help you address to make your workload more efficient?

- Ask yourself, what other times of change have you navigated in your life? With the benefit of hindsight, what positive things came out of that change? Consider that what lies before you is a similar opportunity.
- Laughter really can be the best medicine. Where appropriate, approach tackling the mountain of change with humor and levity. You might have a difficult conversation ahead of you, but you can still take 5 minutes to ask about someone's weekend or share that cat GIF. Little breaths like this can remind you of just how good your team is, especially

for remote teams.

Where Do We Go From Here?

You're ready to navigate change! Great job.
Remember:
- Change is a process
- Accepting change is *also* a process
- Change works when we all support one another
- Take care of yourself and your teammates, and change will feel easier