

The Online COACHING CENTRE helps you manage change

... and qualify for \$50 CLE credit

It takes planning to enable your practice to survive a disaster or serious interruption, and to assure that critical operations can resume within a reasonable time. Planning not only depends on the implementation of a disaster prevention and recovery program, it also depends on the ability of you and your staff to manage and adapt to change.

To this end, we present Module 20 of the Online COACHING CENTRE: *Managing change by building resilience*. It will help

you sharpen your skills for supporting people through change. This module is one of the 150 modules offered by the OCC. Complete two other modules and you are eligible for LAWPRO®'s \$50 CLE Premium Credit.

LAWPRO believes that the Online COACHING CENTRE will help lawyers better manage stress and change in their practice. Therefore, LAWPRO is offering lawyers who complete three modules of the OCC and file an online Survey and

Declaration on LAWPRO's Web site by September 15, 2002, a \$50 CLE Premium Credit, to be applied against their 2003 insurance premiums. The maximum credit for using the OCC is \$50. To access other OCC modules, go to www.practicepro.ca.

The CLE Premium Credit program, one of LAWPRO's risk management initiatives, also offers lawyers who attend a LAWPRO approved CLE program and complete the online Survey and Declaration on

LAWPRO's Web site, a \$50 premium credit (to a maximum of \$100). Promotional literature for qualifying programs carries our "seal" of approval. A list of qualifying programs is posted on the LAWPRO Web site at www.lawpro.ca/clecredit.

To learn more about the CLE Premium Credit program contact practicePRO® by e-mail: practicepro@lawpro.ca or call 416-598-5899 or 1 800 410-1013.

Getting Stress Hardy

Module #20: Managing change by... building resilience



Coaching

People who are good at managing change help their colleagues and staff build resilience in times of change. They provide ongoing support. These are the key elements.

Help people bounce back

- sometimes change produces pain, guilt or anger
- to bounce back people need to feel safe, empowered, reassured
- sometimes they simply need time

Be future, not past, oriented

- people need to believe that the future will be better
- usually change is intended to bring a more positive future
- this needs to be communicated

Celebrating success

- search out what is going well and make a "big deal" of it
- this reassures people that the future they are living in is better than the past from before the change occurred

Learning from the past

- keep track of what is working and what isn't

Charting successes and failures

- be open about keeping people informed of what is going well and what isn't
- opening up generously to people with information increases their connection to the organization which is strengthening

Mentoring

Consider how you might manage a situation where the change is very stressful and wearing people down.

Describe the stressful situation.

What might you do to help people bounce back? How can you make them feel safe or empowered or reassured?

What can you do to regularly communicate that the future will be better?

How can you celebrate success?

What would you do to ensure you learn from the past?

What can you do to keep people in the loop? To help them feel like an "insider" and therefore more committed?

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