

# CHANGE MANAGEMENT: HOW UNDERSTANDING THE CHANGE PROCESS HELPS SUPPORT ADVISORS

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## Going on a Road Trip



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## Destination

- Identify typical changes relevant to advising
- Understand the stages of change
- Identify where a person is in the change process and how our behaviors can impact it
- Recognize the signs of change and change talk
- Learn about tools to support advisors moving through the change process



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## Packing for the Trip



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# Change is Different for Everyone

the two natural reactions to seeing a dinosaur



You need to check out FUNsubstance.com

# Changes to Advising Environments

- Job uncertainty
- Unrealistic workload
- Technology challenges
- Ever changing student populations



# Changes in Service Demands



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# The Changing Student Population

- Millennium Students (Born 1977-1997)
- Returning Adults
- International Students
- Transfer Students
- Students with Disabilities
- Students with Mental Health Concerns
- Parents and Families



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## Office Road Rage



- Burnout, overextending oneself
- Family or co-worker conflict
- Advising environment not a great place to be
- Ineffective relationship building with students

## Impact of Change on Students

- Larger advising loads = Less time for advising and relationship building
- Changing student populations and service demands = Need for professional development



## Understanding the Change Process Helps us Support Advisors



## The Rules

- Stand up
- 1 person is in the middle representing the **advisor**
- 1 person represents the **administrator** talking about additional work projects you need to complete
- 1 person represents **student** needs
- 1 person to represent **family** needs
- No name calling or punching, but you can yell!
- 1 minute to complete activity

## The WHOLE Story You May Not Know



## Prochaska's & DiClemente's Stages of Change



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**Change happens in an instant**

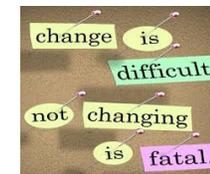


**Transition takes longer**

## What is Change Talk?

Change talk is speech that favors movement:

- Desire: I want to..
- Ability: I can...
- Reason: It's important...
- Need: I should



## Bumps in the Road

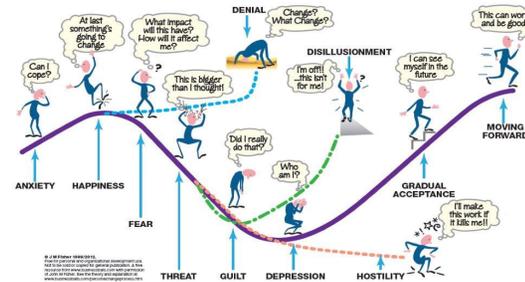
Schlossberg's Model for Understanding Individuals in Transition

- Anticipated Transitions
- Unanticipated Transitions
- Non-Event Transitions



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## Fisher's Process of Personal Change



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## ACADEMIC ADVISOR



What my friends think I do



What society thinks I do



What students think I do



What parents think I do



What I think I do



What I really do

## Our Role as Advisors

- Identify where an advisor falls in the change process
- Help advisors move through the stages in their own way and time while keeping the focus on their educational goals
- Focus on the advisor as a learner



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## Scenario

Your office has encountered a large number of retirements and new advisors have entered the office with new and innovative ideas. A veteran advisor feels threatened and in response has been acting passive aggressive in meetings, has been short with advisees, and as a result, refuses to embrace the newly implemented advising model.



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## Scenario

Career Services and Academic Advising offices have decided to combine services and offices to leverage resources. Many staff in both areas are not happy about the change. One staff member in particular is angry, says he's going to quit, and refusing to take part in the change.



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## Challenges



- Change that is not chosen can be more difficult
- Resisting the temptation to push advisors through the stages
- Staff who are unwilling or unable to let themselves process through what is happening

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## Have a Ball!



## Are We There Yet



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## Did You Arrive at Your Destination?

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