

Being change ready

Bob Faw

Chief Ignition Officer
bob@matchboxgroup.com



Change-Ready: In this state we accept change quickly and begin looking for opportunities immediately. If we need to vent, we do it quickly and well (see below), not wasting time with the blame game. We choose to be optimistic and seek solutions. The benefits of being change ready are that we are more successful, flexible, likeable, respected and even healthier!



Change-Resistant: When we resist changes we can't control we get caught in an F-Response (see below) Cycle. We're seen as negative and tend to lose popularity and career opportunities. We tend to get resentful, seek more harmful escapes (over-consumption of substances, etc.), This state erodes personal relationships as well as our physical health.



Brain Science: The amygdala, part of our limbic systems, is primarily focused on survival. It gives us energy to protect ourselves by pumping adrenaline and cortisol into our bodies for energy and decreased pain sensitivity. It can trigger "F Responses" in response to perceived threats. It cannot tell the difference between a life and death threat and an emotional one.



F Responses: Fight, Flight and Freeze can be triggered in milliseconds, before our conscious mind can make meaning of the situation. These can cause a decrease in working memory²⁷ that can last 18 minutes. Our ability to see multiple options drops from 16 to 9 to 3 to 1; and that one response will be fight, flight or freeze.



Venting: Venting is a natural reaction to an F Response. If done well it can help diffuse an F Response. If done poorly it aggravates the F Response; for oneself, the listener, and the subject of the venting. Our guideline: Any way of expressing emotion is helpful—as long as *no one* gets hurt.

1. Suggestion: Ask your close friends, "Can I vent? Don't take what I'm about to say as my actual opinion. I just need to blow off steam."
2. Talk about your emotions and perceptions rather than name calling and blaming.



R Responses: Our parasympathetic nervous system sends out biochemicals that **Relax**, **Recharge** and help us **Refocus**. They help us think more calmly and clearly.

When we balance the energy of the amygdala and the calm of the R Responses we can achieve a solution-focus. Plus, a solution-focus helps us to find this balance. It works both ways. This is one of the many wonders of how our bodies work.

Some ways of creating an R Response are: slow, deep breathing; positive imagery; taking a break from a situation; stretching, emotionally enriching experiences; thinking about the positive traits/accomplishments of the person you're upset with; soothing music... and a solution-focus.



Change-Ready Questions: These three questions create positive direction, momentum and creativity—fast. **Goals?** This question can focus us on long-term objectives or the very next action we need to do. It gets us back on track. **What works?** This helps us build upon momentum by first asking about our past successes; then broadens our focus by learning from others' best practices. **What else?** This gets us brainstorming new ideas, adapting past practices and innovating. This is also where we get focused on our next steps—keep moving.



Bowling Study⁴: In one study researchers used video to record a bowling match. For the one team, they edited out everything done right and used the traditional training method of showing the team its mistakes and strategizing how to correct them. For the second team, the experimenters edited out all of the mistakes and showed the team the film of everything they had done right. While both teams improved ... the team seeing what they did *right* had



10:1 - Ideal Positive:Negative Balance²²: Using a “Capture Lab” researchers saw a strong average correlation between positive language and performance. Low performing teams communicated 1 positive for every 3 negatives – 1:3; Medium teams averaged 2:1; High performing teams ranged from 6:1 to 11:1. Too much positive, 12:1 or more, “calcifies a team”, making necessary change and adaptation difficult. Sustainable marriages¹⁸ apparently need at least 5 times as many positive emotions regarding one’s partner as negative—5:1.



Yes and: We're all highly skilled and practiced at critiquing, judging and defining. We're trained at saying no. We have great muscles for that. Strengthen your affirmation muscles. The “yes and” approach gives us the ability to respond to potentially stressful situations in a more relaxed, productive and relationship-building way. These two words have a powerful effect in all relationships, motivation and creativity.