



# Secret #4: Managing Change and Uncertainty

Tips from  
Stress Expert, Carole Spiers

## Introduction - Secret #2: How to Lead by Listening



Are your teams ready for change?

In today's world, it could be said that the only constant is change and it's a trend that's likely to continue. As creatures of habit, many people struggle to cope with imposed changes, while others will see them as an opportunity. Balancing the needs of both and maintaining stability for your business will take some skill and diplomacy. Here's how we suggest you can prepare people for the inevitable.

## Action 1 (Be upfront):

How can you tell if stress is the underlying issue?

Whether the changes affecting your organisation are major or minor, it's vital that you clearly communicate the nature of the changes to your team. You can discuss the reasons they are happening and any positive outcomes that are likely to come out of them. Most importantly, make sure they know you're available for questions and will keep them updated.

## Action 2 (Respond to feedback):

Making time to listen to the concerns of your team will pay dividends further into the process and help smooth the transition. The burning question on everyone's lips is likely to be 'What does this change mean to me?' Even if there are questions you can't answer, knowing they can ask without the risk of embarrassment will reassure your employees and defuse strong emotions.

## Action 3 (Offer training and support):

To stay effective, your teams will need to be prepared for change. Training in Change Management may be necessary for new systems, processes, software or customer service. By setting aside a budget, time and resources for training, you'll be in a stronger position to bring your teams together and keep your business on track.

These are my 3 top actions for staying agile during times of change.

I hope you've enjoyed our secrets series and remember to stay connected for more helpful tips and resources to build and maintain resilient, effective teams.

I'd love to hear some of your examples of leadership mastery! Put these four secrets into action and watch your teams transform.



## The Author: Carole Spiers

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### Leading Authority on Work Stress and Change Management

Carole is an internationally acclaimed, Motivational Speaker who shapes attitudes and alters mindsets. An industry expert on stress in the UK and the Middle East for senior Executives who need to perform well under pressure, Carole shows leaders how to communicate effectively; build resilience and reduce stress, so that they and their teams can respond successfully to the everyday challenges of management.

As CEO of an international Stress and Wellbeing consultancy, Carole is author of Show Stress Who's Boss! and Tolley's Managing Stress in the Workplace, commissioned by Lexis-Nexis. As a popular BBC guest broadcaster, she is the media's first choice for comment on work-related stress.

Carole's focus is on developing a healthy workplace culture through the successful management of stress and organisational change – all of which is underpinned by a compelling philosophy reinforced by her own experience as an Expert Witness before the UK Courts.

Carole is a Fellow and Past President of the Professional Speaking Association, London. She is currently Chair of International Stress Management Association (ISMA)UK, (a charity and professional association) and founder of National Stress Awareness Day. The objectives of ISMA is to reduce the stigma associated with stress and mental health.

Carole is UK-based, but is regularly contracted to speak in the Middle East and Europe. A biography of Carole can be found on Wikipedia [https://en.wikipedia.org/wiki/Carole\\_Spiers](https://en.wikipedia.org/wiki/Carole_Spiers)

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