

## Communication During Change

Communicating well is always a challenge. During times of change, it can be an even greater challenge. We tend to be less trusting of others when the environment around us is changing, and feel less secure and valued. All of this can cause communication issues. Here are some tips for communicating in time of change:

**Try not to get caught up in rumours**

Your manager may not have all the answers and this may leave us feeling in the dark. When things are unclear, people tend to read into the situation and this is where rumours start to spread—it's not a nice feeling for any of us. Getting caught up in speculation takes up a lot of energy—don't let these become your source of information. If you hear rumours, go to your manager or someone reliable to access the right information.

**Talk to your manager**

One of the main reasons we resist change is because we don't know how it will affect us, our jobs and our lives. In the absence of information, we may become apprehensive and jump to conclusions. The sooner you understand the changes, the less uncertainty you'll feel and the easier the transition will be. But remember, your manager may not have all the answers at this time.

**Don't be afraid to ask for extra support**

Even the most capable of us need additional training and help to meet new job demands.

It can take time to learn new roles and responsibilities, so make sure you ask for support when you need this. Either from your manager or someone who can mentor you.

**Work to build relationships**

Good relationships with colleagues can help build trust and friendships that will see you through times of change and uncertainty.

Make a conscious effort to get to know people. It also means reaching out to others and checking in to see how things are going.

**Praise a job well done**

We all need to feel valued and know that we are doing a good job—this is even more important during times of change.

Pick up the phone, send a note or tell them face to face.

**Turn to your support network**

We often withdraw during uncertain times. Be open with others about how you are feeling and don't cut yourself off from those who could offer you support. People will be there to help you; sometimes they just need to know that you would welcome their support.