



**Educational Services related to**

**Change Management**

**Moving Through Change with Emotional SMARTS®**

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Most of us, when faced with change and uncertainty, become fearful, frustrated and fatigued. We become this way because we feel unsafe, unsettled and insecure in what might happen around us and to us.

What many people don't realize is that on going change is necessary for organizations, departments, relationships, friendships and even significant relationships to go through if they are to remain productive, prosperous and pleasant environments in which to work and live.

In the educational seminars, workshops and conferences I provide we spend a considerable amount of time discussing the phases of change that we all must go through in order to move our business and personal relationships forward. When people don't know what these phases are, the ramifications of them can be most challenging. It's like being in a dark tunnel and not able to see light anywhere on the horizon. The other thing that happens is that people in this situation often think they are the only ones experiencing frustration and anxiety about the change situation. In fact, most of us react in very predictable ways when we are overwhelmed and isolated by the change environments we are facing.

The good news is that when we understand the four phases of change that are predictable, normal and manageable, we are better able to demonstrate our emotional



intelligence and act and react in a way that helps us and others move through the change with the least amount of emotional high jacking and conflict possible.

Emotionally smart people are able to self manage; behave appropriately in a wide variety of settings with culturally diverse people; connect well with others; and make decisions that stand the test of time and scrutiny.

In work related to the Emotional SMARTS!® trademark, we explore interpersonal skills and competencies that affect how we deal with change; react to the conflict that usually accompanies change; and establish strategies to positively move us through personal and professional change that is inevitable in all walks of life.

In closing, knowing how to anticipate, react and recover from change in an emotionally smart way is a core life skill. Easy it is not ... but it is made much easier when we know what to expect in terms of change cycles and when we have given thought to how we can emotionally self-manage so that we present ourselves and our work in an emotionally intelligent manner.

**The Presenter:** Dr. June Donaldson is an expert in the area of emotional intelligence with her work and trademark of “Emotional SMARTS®” being distributed internationally. She is a Certified Mediator and Arbitrator having taken her training through the Alberta Arbitration and Mediation Society. Dr. June receives outstanding reviews on her work and over the years has received many recognitions and Board appointments. Most recently she participated in the Prime Minister of Canada’s Task Force on Women Entrepreneurs and is she is currently a member of the International Women’s Forum (IWF).

If you would like to learn more about our broad range of educational tools and topical seminars, conference presentations, and leadership retreats, please contact us at 403 – 287 2244 or [www.emotionalsmarts.com](http://www.emotionalsmarts.com) in Calgary, Alberta, Canada. Thank you!