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Creativity, and Flexibility; From No Name to New Name: Tips to Help Staff Reframe Their Practice; Reference; Part II: The Here and Now: Managing New Realities

Chapter 4: Anticipating Change: Managing Staff Anxiety, Uncertainty, and Fear; Anxiety, Uncertainty, and Fear in a Changing Workplace; Go Ahead: Express Yourself!; They Need to Just Get on with It, Right?; The Importance of Filling in the Blanks; You Can't Make Staff Buy into Change; It's a Matter of Trust; Calming the Tempest in the Teapot: Minimizing Staff Fear and Anxiety; That "Soft, Fuzzy Stuff" Matters;

Chapter 5: Got Gap? Managing the Intergenerational Workplace; The Challenges of Managing Generational Cohorts; Know Your Generational Mix; Interesting Tidbits About the Generations

What the Generations Can Offer Each Other; Just Tell Me What You Want-What You Really, Really Want; Got Gap?; Crisis or Opportunity?; Chapter 6: "It Was the Best of Times, It Was the Worst of Times . . . "

Managing and Facilitating Change and Transitions; The Metaphorical Train of Change is Comin' Down the Track; The Ripple Effect of Organizational Change; Nurses' Anger; Know Your Workplace Culture; Smart Messengers Don't Get Shot; Don't Tell: Facilitate!; Crash Course in Facilitation 101; Snags, Roadblocks, and Workplace Varmints; Follow the Leader: Leading Change; Change Can Be Hard

Transitions Can Be Harder

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