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Collana	A Fifty-Minute series book
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Nota di contenuto	""TITLE""; ""COPYRIGHT""; ""ABOUT THE AUTHOR""; ""PREFACE""; ""CONTENTS""; ""ACKNOWLEDGMENTS""; ""INTRODUCTION""; ""Common Myths""; ""Basic Principles""; ""PART I Understanding the Origin and Impact of Organizational Change""; ""REALITIES OF WORKPLACE CHANGE""; ""Statistics=People""; ""Change!""; ""THE HEARTBREAK OF MERGER AND REORGANIZATION""; ""Cases in Point""; ""CORPORATE EVOLUTION AND WORKPLACE CHANGE""; ""A Model for Understanding and Coping with Workplace Change, Loss and Grief""; ""1. Volcanic Eruption""; ""2. Workplace Change""; ""3. Employee Loss""; ""4. Grief Reaction""; ""5. Grief Process""; ""6. Healing/Growth""; ""PART II What You Need to Know About Grief""; ""WHY ALL LOSS IS DEATH-LIKE""; ""ATTACHMENT BONDING AND LOSS""; ""THREE CONDITIONS OF GRIEF""; ""UNDERSTANDING EMPLOYEE'S FEELINGS""; ""Anger""; ""Pain""; ""Fear""; ""Guilt""; ""Shame""; ""GRIEF REACTIONS TO CHANGE-LOSS""; ""UNDERSTANDING ATTITUDES AND BEHAVIORS""; ""GRIEF REACTIONS AFFECT PRODUCTIVITY""; ""Review""; ""PART III The Process of Grief""; ""WHAT IS GRIEF?""; ""Grief: A Definition""; ""Different Tears for Different Folks""; ""1. Personality and Past Loss History""; ""2. Nature of the Current Loss""; ""3. Support During the Grief Process""; ""THE POSITIVE EFFECT OF ANTICIPATORY GRIEF""; ""BOWLBY'S BASIC

PHASES OF LOSS AND MOURNING"; "Implications for the Workforce";
"KÄBLER-ROSS STAGES OF LOSS"; "Stage Ia€?Denial"; "Stage IIa€?
Anger"; "Stage IIIa€?Bargaining"; "Stage IVa€?Depression"; "Stage Va
€?Acceptance"; "HOW THE OLD PAIN GOT THERE AND WHERE IT
GOES"; "The Unfinished Business Model"; "1. Developmental Loss";
"2. Breaking of Actual Bonds"; "3. Threat of Loss"; "THE COST OF
STORING OLD PAIN"; "Review"
"PART IV Helping Employees Cope with Workplace Change-Loss
Grief""UNDERSTANDING THE TASKS OF MOURNING"; "Task I:
Accepting the Reality of the Loss"; "How to Help with Task I"; "Task
II: Reaching the Pain and Other Feelings of Grief"; "How to Help with
Task II"; "Task III: Make the Needed Changes for a New Work
Situation"; "How to Help with Task III"; "Task IV: Develop a New
Group Identity and Make New Bonds"; "How to Help with Task IV";
"HELPING PEOPLE HEAL BY LISTENING"; "Five Steps to Helpful
Listening"; "STEP 1 Show interest nonverbally."
"STEP 2 Show interest verbally.""STEP 3 Open the conversational
door."; "STEP 4 Rephrase the speaker's content. (Listen for
meaning!"; "STEP 5 Say what the listener feels. (Listen for feeling!";
"Suggested Helpful Listening Responses"; "HELPING AN EMPLOYEE IN
A GRIEF REACTION"; "General Suggestions"; "What to Avoid";
"QUICK TIPS FOR HELPING"; "PREPARING FOR THE EFFECTS OF
WORKPLACE CHANGE"; "Ten Commandments for Organizations
Coping with Workplace Change"; "Review"; "Suggested Half-Day
Employee Grief Support Workshop"
"WORKPLACE GRIEF: THE ASSETS AND LIABILITIES"
