



# **MOVE FORWARD**

*in your Work and Life*

## **A WILLING CHANGE COURSE**

Based on the book:

***Willing Change***

by Jane Collins

***Willing Change* received the Curriculum Services Canada  
CERTIFICATE OF RECOMMENDATION (2013)**



Recommended by  
Curriculum Services Canada

**This Course is presented by  
JANE COLLINS PUBLICATIONS  
Written by Jane Collins CPA, CA, HBA  
Copyright © by Jane Collins Publications**

[www.willingchangecourses.com](http://www.willingchangecourses.com)

## WILLING CHANGE COURSE INSTRUCTIONS

**WELCOME!** Thank you for taking a Willing Change course. This free course is based on the book *Willing Change* and was originally written and/or accredited for one or more of these categories: professional development, personal development, entrepreneurship, leadership or ethics in a workplace. Although the subject matter is presented for one or more of those purposes, its lessons apply to many aspects of life. You will notice specific references to pages in the book, but even without a copy you can glean many insights. It is recommended that you purchase a copy as it is used in all the courses. If you require a Certificate of Completion see Appendix A at the end of the course for information on eligibility.

**COURSE NAME:** *Move Forward in your Work and Life*

**PERMISSIONS:** All materials are the property of Jane Collins Publications and you may store one copy of the materials for your personal use. No copies can be made or distributed in any form without written permission.

**RECOMMENDATION:** A complete reading of the book *Willing Change* enhances your learning experience and is recommended.

1. Purchase a **print copy** for shipping in Canada from this website here:  
<https://www.willingchangecourses.com/willing-change>
2. For shipping within or outside Canada from: **Burnstown Publishing House** here:  
<https://burnstownpublishing.com/product/willing-change/>
3. Ebooks can be purchased from Amazon.ca (Canada), Amazon.com

**PREREQUISITE COURSES:** None

**ESTIMATED TIME:** Five hours or Ten hours including the reading of *Willing Change*

**INSTRUCTIONS:** This course has been converted to PDF format allowing you to print pages and record your answers or responses in the provided space (which is required for a Certificate of Completion – see Appendix A). Alternatively you can store your answers in a notebook or electronic file for future reference.

**FOREWORD:** *Move Forward* is written with a focus of work and the workplace, which varies in many ways. The lessons in this course apply to you as an employee regardless of the setting: your workplace could be an office, hospital, school, retail store, factory etc. It is about you and your work relationships, your work ethic, personal goals, and how to achieve them as they relate to your work or career. Ideally moving forward in work also moves you forward in the other areas of life simultaneously. You choose the focus and the intensity you wish to give it. Open your mind and gain some self-awareness, notice opportunities, and develop your great potential.

Disclaimer: *The information and other content provided in this course are not intended and should not be construed as professional psychological advice, nor is the information a substitute for professional medical expertise or treatment.*

# **MOVE FORWARD**

*in your Work and Life*

## **COURSE OUTLINE**

### **1. DEFINE YOUR ATTITUDE TOWARDS CHANGE AND ITS EFFECTS**

Willing Change INTRODUCTION

Willing Change CHAPTER 1 - LIVING THROUGH CHANGE

1. Resisting change
2. Accepting change
3. Embracing change

Willing Change CHAPTER 2 – THE IMPORTANCE OF THOUGHTS

1. Doubtful thoughts
2. Core mindsets
3. Your rules
4. Results Formula

### **2. BUILDING YOUR BELIEFS AND DOUBTS**

Willing Change CHAPTER 3 – THE THOUGHT PROCESS

1. Mindset influences
2. Self programming

Willing Change CHAPTER 4 – THE INTRODUCTION OF DOUBT

1. Doubtful language
2. Doubtful mindsets

### **3. PERCEPTION VS. REALITY**

Willing Change CHAPTER 5 – PERCEPTION

1. Assumptions
2. Perception methods

Willing Change CHAPTER 6 – SELF-CONCEPT IS A PERCEPTION

1. Self-awareness
2. Role changes

### **4. MAKING CHANGES WITH NEW MINDSETS**

Willing Change CHAPTER 7 – MODEL FOR CHANGING AND DEVELOPING MINDSETS

1. The change model

### **5. CREATING AND HANDLING CHANGE**

Willing Change CHAPTER 8 – DEVELOP A MINDSET TO CREATE CHANGE

1. Expect and embrace change
2. Change mindsets

Willing Change CHAPTER 9 – DEVELOP A MINDSET TO HANDLE CHANGE

1. Acceptance
2. Decision-making
3. Problem solving

## INTRODUCTION

The changes in our lives are not the cause of our happiness or unhappiness; they are caused by our expectations and feelings about a particular change. *Willing Change*

Before you begin take some time to record three goals for this course that will make your time and effort more purposeful. In which ways do you want your work experience to improve?

- 1.
- 2.
- 3.

**(OPTIONAL) READ *Willing Change - Introduction***

**EXERCISE:** What thoughts and feelings come to mind when you hear the word “change?”

Define “work attitude” and its effects: (You may think of this as your work ethic.)

Do you consider yourself to be open-minded in the workplace? Why or why not?

What are your thoughts about your ability to change?

### 1. RESISTING CHANGE

**(OPTIONAL) READ CHAPTER 1 of *Willing Change – Living Through Change***

Everything and everyone in our lives are changing. Children grow, relationships evolve, and technology increases. What was interesting one day may seem boring the next. People you haven’t seen for many years may be unrecognizable. Change occurs around us and within us at all times.

Change is inevitable, continuous, and constant. Expectations of anything or anyone remaining the same can only lead to struggles and hardships. *Willing Change*

George had an idea of what his life should be and refused to let go of that idea even though there were many changes surrounding him. George thought there was only one way to be happy and that was to return home. Clinging to the past is common; we often feel a longing for the good old days, a simpler time, or the way we were.

What you think about any change determines how you handle it. *Willing Change*

**EXERCISE:** Is there a part of your life, a time or situation that you continue to hold onto? Why?

SARAH

Sarah, a young journalist, just learned an article she had worked on for weeks was rejected. She was upset. What thoughts could have led Sarah to be upset?

How would you react?

The changes we face are not the cause of our unhappiness, our lack of acceptance is.  
*Willing Change*

Some common examples of resisting change include: ignoring tough situations, ignoring advice, denial of health issues

Give 3 examples of how you resist change at work.

## 2. ACCEPTING CHANGE

Knowing change is a normal part of life is the first step in acceptance. The second is to release your ideas of what "should be." Open your mind to seeing that what appears at first to be undesirable could turn out to be something you are grateful to have.

What you think about any change situation determines how you handle it.... Become a person who can handle change and you will find you do not have to fear it; you may even welcome it.  
*Willing Change*

**EXERCISE:** What is your typical reaction to changes that occur regularly such as traffic jams, price changes, or mood changes of others?

Record a situation that you thought was bad and later learned it helped you in some way.

How well have you followed the guidelines for riding the river of life on pages 6 and 7? Rate your agreement to these statements on a scale of 1 to 5, with 5 being the strongest agreement.

- \_\_\_\_\_ I expect change and I go with the flow.
- \_\_\_\_\_ I know times can get tough but I keep going anyway.
- \_\_\_\_\_ I try to enjoy every moment.
- \_\_\_\_\_ I know there is always another way and I look for it when needed.
- \_\_\_\_\_ I ask for help when I feel lost or confused.
- \_\_\_\_\_ I make friends wherever I go.
- \_\_\_\_\_ I expect the unexpected.
- \_\_\_\_\_ I know I cannot control others.
- \_\_\_\_\_ I expect the best.
- \_\_\_\_\_ I take advice from others but I know I am in charge of my life.

### 3. EMBRACING CHANGE

Change is welcomed when we are dissatisfied with what we have or we are ready for new challenges. By embracing change we can direct it through goal setting and allow it to happen more easily. Do not wait until things go wrong to start directing change.

When you set goals, you are choosing the changes that you want to see in your life. As with unwanted changes, your attitude sets the tone for how easily they can happen. Believing you can accomplish the goal facilitates the accomplishment whereas believing it is too difficult for you holds you back, making it more difficult or even impossible to achieve. *Willing Change*

To begin working on a goal, you need to have some belief that you can accomplish it, or that you can get the help you need to complete the job. For instance, if you had a goal to go to travel to a remote destination, you could focus on the many possible obstacles or believe it is impossible, and then abandon your goal in the early stages of completion.

**EXERCISE:** Have you ever tried something when you believed it was impossible to achieve? Describe the situation and what stopped you or pushed you forward?

Record 5 beliefs that you think are part of a mindset that helped you to accomplish your work and career goals: e.g. I am capable, resourceful

**(OPTIONAL) READ CHAPTER 2 of *Willing Change – The Importance of Thoughts***

**1. DOUBTFUL THOUGHTS**

*Willing Change* defines doubting thoughts as those that slow down accomplishment.

When you arrived in this world ... You arrived with a mind pre-programmed to learn, explore, discover and love. Being free of the influences of experiences of other people, you were without judgement, open to all possibilities, and without any beliefs in limitations. *Willing Change*

**EXERCISE:** Rate each statement by how prominent it is for you in your current work situation on a scale of 1 to 5 with 5 being the most prominent.

- \_\_\_\_\_ This is too difficult for me. I need more training.
- \_\_\_\_\_ I should be satisfied. This situation is good enough
- \_\_\_\_\_ Maybe I should wait.
- \_\_\_\_\_ I can't handle doing something when I can't do it as well as others.
- \_\_\_\_\_ I don't think my coworkers will accept my advancement.
- \_\_\_\_\_ I can do this but it might not be worth the extra time and effort.

**2. CORE MINDSETS**

Sorted and organized collections of thoughts are called mindsets. We use them constantly to carry out normal routines, to socialize, work, and experience life. They interpret and give meaning to whatever we encounter. They are full of judgements about what and whom we like and dislike. They tell us what to expect from ourselves, from other people in our lives, strangers, and the world. We have mindsets about how to behave in each situation in which we expect to find ourselves. We have mindsets about right and wrong, politics, and religion. We have mindsets about how to succeed in life. *Willing Change*

In your core mindset, you hold beliefs about yourself, others, the world, and how they fit together and interact. The importance of this core mindset of beliefs (what is true for you) and values (what is important to you) is very significant. *Willing Change*

**EXERCISE:** Examine some core beliefs. The list below includes beliefs about you, others, and the world that affect your outlook, behaviours, and actions. Record your agreement with each statement on a scale of 1 to 5, with 5 being the strongest agreement.

	1 to 5		1 to 5
My workplace is a safe place.		There are many good opportunities.	
People are good and want to help me.		I prefer harmony to drama.	
Life is good. Life is easy.		I am strong and powerful.	
My work is enjoyable.		I am appreciated.	
It is easy to live a good life.		I am intelligent.	
Working is a privilege.		I know my purpose.	
I am a strong person.		I feel good about who I am.	
I have so much to be grateful for.		There is enough for everyone.	

Which 3 core beliefs most influence and guide your actions and behaviours in the workplace?

### 3. YOUR RULES

We also have rules for every aspect of our lives, including in the workplace. We have decided which behaviours are acceptable, how much time and effort a task deserves, the “right” way to do things, and how much help we can accept or give. Many of our rules contain the word “should.”

As part of our subconscious core mindset, our beliefs and values have been organized into a set of unwritten rules that we use to guide how we live our lives daily. *Willing Change*

Identify 3 rules you have for behaviour, ethics, effort etc. in your workplace: e.g. always arrive on time

Do you expect everyone to live by the same rules that you have? How do you react when they do not?

### 4. RESULTS FORMULA

The results formula: ***Thoughts >> Actions >> Results***

Every result was created through action, and every action was preceded by a thought. It is true for anything you have achieved, purchased, or done. *Willing Change*

The thoughts you have about taking actions or about the expected results determine whether you proceed. Pay attention to what you think about right or wrong, good or bad, and possible or impossible.

**EXERCISE:** Trace an action back to the thoughts that generated a major purchase such as a car or a change you made in career, relationship or living arrangements. Thoughts include needs, wants, capabilities, right or wrong, good or bad, possible or impossible.

Action:

Preceding thoughts:

Write 3 beliefs that self-motivate you to do one or more of the following: try new things, make big decisions, make plans and get organized, take action, persist when things don't go according to your plans e.g. I am capable, adventurous, organized etc.

**(OPTIONAL) READ CHAPTER 3 of *Willing Change – The Thought Process***

**1. MINDSET INFLUENCES**

Many beliefs were first instilled by your early influencers; your parents, teachers, and friends all let you know in some way their ideas of right and wrong, good and bad, acceptable or not acceptable.

Your subconscious mind functions in the same way as the computer's operating system. You pay little attention to your subconscious mind, but your thoughts are constantly interfacing with your subconscious, and any thoughts that are not compatible have little or no chance of being of use to you. *Willing Change*

**EXERCISE:** Identify influences on your work and workplace mindsets that came from each of the following by identifying a rule they taught you. Consider behavior, work ethic, dress, etc.

parents:
teachers:
friends:
media:

**2. SELF-PROGRAMMING**

As you grow, you challenge many of your beliefs. New experiences, knowledge, and the many influencers in your life cause you to realize past beliefs need revision as life changes. For instance, at one time you believed you were only safe when you stayed close to your parent. Your beliefs are being fine-tuned, adjusted, and changed as you grow.

The source of your personal power is in controlling what you think about, consciously and subconsciously, creating mindsets that help you to achieve the actions and results you want to see. *Willing Change*

**EXERCISE:** Refer to your answers in the previous exercise regarding past influencers.

List some changed beliefs that have affected your work life significantly.

--

Do you recall deliberately changing a belief as you matured?

--

Identify a belief that you would like to change to help you at work.

--

**(OPTIONAL) READ CHAPTER 4 of *Willing Change – The Introduction of Doubt***

**1. DOUBTFUL LANGUAGE**

Whenever you set a goal, thoughts arise about the goal's worthiness and its chances for completion.

Within each mindset you have thoughts of doubt and certainty, each with varying strengths. When the doubts are stronger than the certainties, the mindset has an overall balance of doubt. Each added doubtful thought reinforces it and the doubtful mindset grows in strength.

*Willing Change*

When a mindset about a particular subject or a goal has become predominantly doubtful, its purpose is to slow you down or stop you from achieving or developing. *Willing Change*

**EXERCISE:** Read the doubtful language about your work experience below and recall a time that you had these thoughts. How did you react to the doubtful thought?

This is not fair treatment.
My coworkers won't like this.
I am not good enough to do this work.
I don't deserve this.

Record a doubtful statement that you feel holds you back the most and why it is so strong for you:

----------------------

**2. DOUBTFUL MINDSETS**

Chapter 4 of *Willing Change* categorizes doubtful mindsets that most of us have experienced at some time. They could relate to particular roles we play or be part of a general lifestyle. We all encounter unwanted circumstances at times that we prefer to avoid or that seem to be very harmful. At these times we may look for an explanation rather than a way out by:

- placing blame on someone else to avoid looking at how we may have caused the circumstances;
- feigning helplessness so that someone else will step in to clean up the mess;
- explaining it is a punishment for being unworthy or bad;
- seeing it as an opportunity to prove we were right about being a martyr or a victim;

Every day you play many roles. In one day you could be a parent, sibling, employee, manager, consumer, and mentor. With each role you assume differing mindsets; with some people you are authoritative and with others submissive. In some roles you have superior skills and in other roles you are the student. You may revert from one role to another moment by moment depending on the situation and time.

**EXERCISE:** Recall a time in your work experience in which you, or someone you know, played one of these roles described in *Willing Change*. What thoughts would you associate with each mindset?

martyr – e.g. <i>I gave up _____ to work here.</i>
victim – e.g. <i>I am always the one who gets stuck with _____.</i>
pessimist
blamer
perfectionist

**EXERCISE:** Try to determine whether your doubts hold you back at times by giving you excuses to never try—and therefore to never fail. Answer the following questions yes or no.

Is there a talent you didn't develop because you thought you could never be good enough?	Y / N
Have you been told you are good at what you do and refused to believe it?	Y / N
Are you optimistic about your work situation and its future?	Y / N
Do you see yourself as having bad luck?	Y / N

**(OPTIONAL) READ CHAPTER 5 of *Willing Change - Perception***

**1. ASSUMPTIONS**

Do you regularly assume that you know what others at work are thinking? Assumptions are a part of daily living. It is not unusual to feel very strongly that we know what someone else is thinking even though we know that it is not possible. We often predict how others will feel about an event when it happens, even though the number of possibilities is enormous. We assume we still like the foods we liked in the past, have the same level of abilities as before, and can expect the usual friendly reactions from others as we go about our days. We assume what was true yesterday is true today. Without assumptions we would need to question everything around us at all times. Our minds are very good at assuming; however, we often forget we are making assumptions and accept them as the truth.

When we do not know what the truth is, our minds get busy deciding what the truth is. We theorize, form concepts, imagine, or guess at the facts to understand when we do not know. *Willing Change*

Any information blanks are filled in automatically by the subconscious mindsets and assumptions are made as necessary. *Willing Change*

**EXERCISE:** Recall a time when you were very sure of a fact about work and later learned it was untrue:

--

## 2. PERCEPTION METHODS

Ideally, we would all be open-minded and willing to see different perspectives and viewpoints. However, we continuously select what we want to see. Whenever we are presented with something that our mindsets cannot accept, we ignore it or dismiss it as wrong and look for proof to support our belief. Our minds are very efficient in following these two rules:

1. We do not see what we do not believe.
2. We see what we expect to see.

*Willing Change*

**EXERCISE:** As you read the case study about Carrie on page 44, did any of your answers change with the additional information? What changed your mind?

--

Give an example of someone using selective exposure to maintain a desired perception.

--

When is comparison a valid method of perception?

--

### (OPTIONAL) READ CHAPTER 6 of *Willing Change* – *Self-Concept is a Perception*

#### 1. SELF-AWARENESS

Self-concept includes beliefs about our roles, character, worth, and abilities. We have beliefs for how we fit into the world and each group of people we belong to. We have beliefs about how well we achieve goals, how important we are, and our potentials. As with any concept, our self-concept is subject to doubtful thinking, and when we have more doubts than certainty about ourselves, moving forward is more difficult.

Your self-concept, a mindset formed as a perception of yourself, affects everything you do. It is your gauge for success, telling you about your personality and characteristics, what you are capable of, and generally, how well you will do in any situation. *Willing Change*

Your self-concept changes as you learn and grow and you may not recognize the changes consciously.

**EXERCISE:** Complete a brief portfolio of your accomplishments and developments over your lifetime:

Education:
Work Experience:
Work Skills:

Personal Skills:
Talents:
Abilities:

Which 5 beliefs about your self-concept helped you most frequently to accomplish the items in your portfolio? e.g. I always persevere.

--

## 2. ROLE CHANGES

As we grow, develop, and accomplish more, our self-concepts adjust to the new information. We form new beliefs about ourselves and discard ones that no longer seem true.

Your children, parents, coworkers, and friends see you living different roles and they have varying ideas of who you are. You may have some childhood friends who see you differently than the friends you have now see you. *Willing Change*

**EXERCISE:** For each of the following role changes, record traits that are helpful in transitioning well. Refer to Appendix B for a list of traits.

child to adult:
student to employee:
new employee to long-time:

**EXERCISE:** Think about how you feel and behave in the different roles below. Which traits stand out as important in moving forward?

student:
employee:
friend:
partner:
parent/mentor:

**EXERCISE:** Rate your agreement with the following statements about your self-concept as it relates to your work on a scale of 1 to 5, with 5 being the strongest agreement.

- |   |                                 |
|---|---------------------------------|
| _____ I am intelligent.                 | _____ I am determined.          |
| _____ I am organized and efficient.     | _____ I am well-liked.          |
| _____ I enjoy the company of coworkers. | _____ I have accomplished much. |
| _____ I am reliable.                    | _____ I am creative.            |
| _____ I am focused.                     | _____ I am good at what I do.   |
| _____ I can learn anything.             | _____ I think fast on my feet.  |
| _____ I am outgoing.                    | _____ I am a good coworker.     |
| _____ I feel successful.                | _____ I deserve to be promoted. |
| _____ I like challenges.                | _____ I am a good person.       |
| _____ I set realistic goals.            | _____ My work ethic is strong.  |
| _____ I expect the best.                | _____ I am appreciated at work. |

**(OPTIONAL) READ CHAPTER 7 of *Willing Change – Model for Changing and Developing Mindsets***

Adding more certainty to your mindsets can make your life easier. You can accomplish more with less effort by changing your mindsets, which, as we have seen, is something you have been doing all your life. *Willing Change*

**1. THE CHANGE MODEL**

The change model has 5 steps towards more certainty and an easier life.

**STEP 1 – ESTABLISH A DESIRED CHANGE**

We all think we know what we want but we change our minds often and lose focus before we move forward on a particular goal. We change perspectives, viewpoints, and sometimes our values, causing our list of desires to change. At times we want something only because someone else has it. To move forward, gain clarity about your desires.

When change is thrust upon you, often there is no time to reflect on the changes you would like to occur, the best direction to take, or the available options you have, and you do your best to maintain a sense of balance in your life. *Willing Change*

**EXERCISE:** Make a list of what you want to have, do, and be by recording the first 50 or so desires that come to mind. Use another page if necessary. Consider which changes:

- could give you joy;
- you could feel passionate about;
- in relationships could be helpful;
- in skills could make a positive difference in your career;
- in situations or circumstances you would like to see;
- could remove your limitations – real or assumed;
- could help you to feel free;
- could create an enjoyable challenge;
- you would welcome if you didn't worry about money;
- you would welcome if you didn't worry about approval.



From the list, select your top 10 and use the *Willing Change* Decision chart below to rank your desires. See the example on the next page.

TOP TEN ITEMS	RANK BY # TIMES CHOSEN
1.	
2.	
3.	
4.	
5.	
6.	
7.	
8.	
9.	
10.	

Choose between the 2 items in each box by circling your selection.

1 or 2									
1 or 3	2 or 3								
1 or 4	2 or 4	3 or 4							
1 or 5	2 or 5	3 or 5	4 or 5						
1 or 6	2 or 6	3 or 6	4 or 6	5 or 6					
1 or 7	2 or 7	3 or 7	4 or 7	5 or 7	6 or 7				
1 or 8	2 or 8	3 or 8	4 or 8	5 or 8	6 or 8	7 or 8			
1 or 9	2 or 9	3 or 9	4 or 9	5 or 9	6 or 9	7 or 9	8 or 9		
1 or 10	2 or 10	3 or 10	4 or 10	5 or 10	6 or 10	7 or 10	8 or 10	9 or 10	

Record the number of times each item was selected. The total number of selections is 45. On the TOP TEN list above, record how each is ranked.

Item #	1	2	3	4	5	6	7	8	9	10
# Times Chosen										
RANK										

WILLING CHANGE DECISION CHART	
TOP TEN ITEMS: E X A M P L E	RANK BY # TIMES CHOSEN
1. manage a large staff	<b>6/7/8</b>
2. family by age _____	<b>2</b>
3. travel to _____	<b>4/5</b>
4. learn to play a musical instrument _____	<b>9</b>
5. speak a new language, software _____	<b>6/7/8</b>
6. improve relationship with _____	<b>4/5</b>
7. write a book about _____	<b>1</b>
8. earn degree in _____	<b>3</b>
9. fitness goal _____	<b>6/7/8</b>
10. promotion at work to _____	<b>10</b>

Choose between the 2 items in each box by circling your selection.

1 or 2									
1 or 3	2 or 3								
1 or 4	2 or 4	3 or 4							
1 or 5	2 or 5	3 or 5	4 or 5						
1 or 6	2 or 6	3 or 6	4 or 6	5 or 6					
1 or 7	2 or 7	3 or 7	4 or 7	5 or 7	6 or 7				
1 or 8	2 or 8	3 or 8	4 or 8	5 or 8	6 or 8	7 or 8			
1 or 9	2 or 9	3 or 9	4 or 9	5 or 9	6 or 9	7 or 9	8 or 9		
1 or 10	2 or 10	3 or 10	4 or 10	5 or 10	6 or 10	7 or 10	8 or 10	9 or 10	

<b>Item #</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
# Times Chosen	3	8	5	2	3	5	9	6	3	1
RANK	6/7/8	2	4/5	9	6/7/8	4/5	1	3	6/7/8	10

## STEP 2 – DETERMINE THE MINDSETS OF YOUR DESIRED STATE

Once you know what you want, you need to understand how to think in terms of already having it. To attain a promotion, it helps to first think in terms of being in your new position successfully. If your beliefs and values tell you that being promoted will lead to a disastrous situation for you, then you will find it difficult to put in the efforts required to move forward. Instead, see your goal as good and see yourself as a worthy recipient.

Learning new mindsets can be done in many ways.

1. If you know someone who already has achieved what you want, talk to him or her and learn as much as you can about the mindsets held during each stage of accomplishment. Ask:
  - What made you want to do this?
  - What obstacles did you face and what did you think about them?
  - Did you need help and how did you find it?
  - What kept you going?
  - Did this conflict with any of your values and if so, how did you reconcile them?
  - Are you glad you did this? Why?
2. You can read about other people's mindsets in biographies or how-to books.
3. Ask someone to mentor you.
4. Create your own mindsets by stating your desired results as real. For instance if you want a better relationship with your coworkers, you can use these affirmations:
  - My coworkers are always helpful.
  - Our relationships grow stronger every day.
  - We work together so well.

**EXERCISE:** Create 3 affirmations for a goal of your top desire in STEP 1:

## STEP 3 – EXAMINE YOUR CURRENT MINDSETS

Directing your thinking is the greatest change that helps you to move forward in your chosen direction. Notice what you are thinking about and how it affects your behaviours, actions, and reactions. Your mindsets are the starting place for change.

Your current mindsets are determining the actions you are taking now, and those actions are determining your current results. *Willing Change*

**EXERCISE:** Complete these statements about your goal accomplishment abilities and rate your agreement on a scale of 1 to 5, with 5 being the strongest agreement.

- \_\_\_\_\_ I always accomplish every goal I set.
- \_\_\_\_\_ My organizational skills are good enough for any goal.
- \_\_\_\_\_ My focus is strong enough to persist with any goal.
- \_\_\_\_\_ Any obstacles are quickly and easily resolved.
- \_\_\_\_\_ I have the determination and willpower to move forward at work.
- \_\_\_\_\_ I always finish what I start.
- \_\_\_\_\_ I deserve to succeed.

#### STEP 4 – TRANSFORM DOUBTS INTO CERTAINTIES

When it comes to changing beliefs, inner resistance becomes apparent. Although everything and everyone is constantly changing, we find comfort in feeling that things are staying the way we like them.

Eradicating doubts can be difficult because you are attempting to convince yourself that you were mistaken, at least in part, in what you believed in the past.... Another block to changing mindsets is your need to remain the same. *Willing Change*

When resistance appears, a slower approach to changing beliefs is helpful.

Rather than making a drastic change in your thinking, try finding thoughts that lessen the doubt you are holding. *Willing Change*

Suppose you are a young adult with a goal to become an actor. People around you gladly point out to you that your goal has been attempted by many before you and that many have failed. They tell you about your best chances for success in a different line of work. They let you know they are worried about how you will feel when you inevitably fail. You could handle these doubtful statements by changing them into certainty statements, or at least less doubtful statements.

There are so many talented actors, why would anyone choose you for the role?

- I don't know what I am capable of yet. I may be one of the few chosen.

How can you afford to move away and support yourself while going for auditions?

- I have always been good at making money. I will find a way.

My parents don't think I can do it.

- My parents don't want me to feel disappointed, but I could handle it if it happened.

To ease the doubts, you can use one of the techniques in *Willing Change*:

1. Question the logic
2. Question the value
3. Turnaround
4. Spinning

GRETCHEN wants to find a way to cure a disease that affects members of her family. She has no medical or scientific training but she believes the problem in finding a cure is that not enough is known about the cause of the disease and that she could gather information to help researchers. She thought that she could do this in her spare time, after work and on weekends, but she now realizes she must spend most of her time on the project if she hopes to supply helpful data. Gretchen had many doubts about moving forward

with this project and it held her back. For each of Gretchen's doubts, write a statement below to lessen the doubt using the techniques from *Willing Change* above.

I am not sure the medical research community will use the information I gather. e.g. Logic – any information could be helpful in ways I don't yet understand.
I don't know how to support myself financially after my savings are gone.
I might miss out on something I would enjoy more.

**STEP 5 – REINFORCE YOUR MINDSETS**

**EXERCISE:** Using your highest ranked desire from STEP 1, write 3 goal affirmations that support it. For example if you want to be a manager, your affirmations may state that you have great people skills or that you are highly efficient. Refer to page 75 of *Willing Change*. In the column to the right, rank your agreement with each affirmation on a scale of 1 to 5, with 5 being the strongest agreement.


Say each affirmation and record 3 doubts that come to mind. In the column to the right, rank your agreement with each on a scale of 1 to 5, with 5 being the strongest agreement.


Take the strongest doubt and follow the instructions in step 4 on page 69 to create new, less doubtful statements. In the column to the right, rank your agreement with each on a scale of 1 to 5, with 5 being the strongest agreement.

--	--

**(OPTIONAL) READ CHAPTER 8 of *Willing Change – Develop a Mindset to Handle Change***

**1. EXPECT AND EMBRACE CHANGE**

“SURPRISE!” Is that a word you like to hear or do you dread it? Do you expect change to be good or bad?

We live in a world of change. You believe you are the same person you were yesterday and that everyone else has stayed the same as well. You observe objects around you staying the same. You have an expectation that tomorrow will be the pretty much the same as yesterday and today. You expect the feelings of love, joy, or disappointment you felt yesterday will still be there tomorrow. When you see the future as a continuation of the past, you fail to see the moments of change that divide them. Subconsciously you believe that you can take the past into the future with you. When you relive the past, your present is consumed with what was, and there is no room for what could be. *Willing Change*

Change occurs now. An obvious aspect of change that is often overlooked is that change occurs in the present moment. We usually see the future as a continuation of the past, but change is occurring every moment, and that moment is now. Without change, the future would be the same as the past.

**Without change: PAST = FUTURE**

The reason the future differs from the past is the addition of change, which cannot occur in the past or in the future, but only in the present moment. Think about that. Any time a change has occurred in your life, it happened in the present moment. You may have planned it, anticipated and waited for it, but when it happened, it was in the now.

**PAST + CHANGE NOW = DIFFERENT FUTURE**

*Willing Change*

**EXERCISE:** Worry is imagining something bad will happen. What percentage of your worries do you think actually occur?

List 3 life changes you resisted in the past and identify why. e.g. a birthday, move, event etc.

**2. CHANGE MINDSETS**

Your mindsets about change can surprise you. You may find yourself in a position to have something that you always wanted and notice yourself sabotaging your opportunity because your mindsets would not allow you to move forward and claim it. Some people are much more accepting of change than others, even embracing change because they see it as a way to grow, learn, and improve.

**EXERCISE:** List 3 beliefs about change that help you to embrace it. e.g. Changes are usually good.

MALCOLM, at the age of 15, was an excellent hockey player with aspirations of reaching the NHL. He was always the best player on his team in the top city league and that brought him recognition from scouts. He was invited to try out for a team that could allow him to get noticed by NHL teams. Malcolm watched as one by one the other hopefuls were either accepted or eliminated until there were two players left to make the team and one open position that he excelled in.

At the final tryout, Malcolm needed only to play his normal level of skill to claim the open spot. On the final day of training camp, Malcolm suddenly developed problems with his shooting, skating, and focus. The coach was left no choice but to let him go. Malcolm returned to his #1-star status on his city league team. What mindsets could cause Malcolm to sabotage the opportunity he wanted?

*Willing Change* describes mindsets that allow you to move forward to obtain chosen changes: deserving, capable, focused, open-minded, optimistic, courageous, and persistent. Which of these mindsets could have helped Malcolm move forward with his dream? Why?

**EXERCISE:** Write a goal that will move you forward toward attaining your top desire. Include specific details such as amounts, time, or quality. e.g. I will have \$50,000 saved by age 30. In the chart below, record any doubt you feel about the provided affirmations and use the model to reduce them.

GOAL:

AFFIRMATION	ORIGINAL DOUBT / REDUCED DOUBT
I deserve to have this.	Doubt: I haven't worked long enough to deserve this. Reduced: I have learned faster than most.
I know I am capable of accomplishing this goal.	Doubt: Reduced:
I expect the best outcome.	Doubt: Reduced:

I am willing to do whatever it takes to accomplish this goal.	Doubt: Reduced:
I can adapt to whatever changes this goal brings.	Doubt: Reduced:

**(OPTIONAL) READ CHAPTER 9 of *Willing Change – Develop a Mindset to Handle Change***

**1. ACCEPTANCE**

Acceptance of change is simply a change in mindsets from:

- being judgemental, thinking you can know or predict what will happen to being non-judgemental and believing you can handle whatever happens
- fighting a change to finding a way to make it work for you
- seeing a loss to looking for another opportunity

Acceptance is not about rolling over when a tough situation arises or giving in to every difficulty you face. It is recognizing your responsibility in creating situations you dislike, knowing you can change whatever you created, and trusting yourself to handle your new circumstances, regardless of how unwelcome you judge them to be. *Willing Change*

Handling unplanned change involves both accepting the situations and circumstances you face and moving forward to deal with them. *Willing Change*

Record 3 possible unplanned changes in your workplace: e.g. layoff, new management

Some of the changes you actually want you could also resist. Having a large amount of money could be a desire but you may also have a fear that it could change you into a person you don't like or that your friends will see you differently. Handling unplanned changes requires specific mindsets when the change is not to your liking. Tough situations require decision-making and problem-solving mindsets to deal with them. It is helpful to develop these mindsets in advance so that when unplanned changes arise, you are better prepared to handle them.

Willing Change is a belief that you can create any change of your choosing and is also an acceptance of the changes that are constantly occurring beyond your control. Willing change is about making things happen while you go with the flow of life. *Willing Change*

**2. DECISION-MAKING**

You make decisions every day. Often they are the same ones you make every other day but no longer notice. Many small decisions, like where to eat, often go unnoticed.

Decision making success is less about having all the information and more about feeling confident that you are able to make the best decision using the information that you have available. *Willing Change*

**EXERCISE:** Read the thoughts for successful decision-making on page 107 and identify your strengths and weaknesses in decision-making mindsets.

Strengths:
Weaknesses:

**EXERCISE:** Recall a decision you have made about your work path and show how you used the decision-making steps below. Identify the decision and why it was important to you:

Identify the decision:

--

Which of the information you collected was considered valid, relevant, or important?

--

List 3 possible alternatives that you considered and your analysis of the viability of each:

--

Record the final decision and why it was chosen:

--

### 3. PROBLEM SOLVING

What is a problem?

Problem is a label we give to situations that are not to our liking. It is only a problem if you say it is.  
*Willing Change*

**EXERCISE:** Think of an ongoing work or workplace problem that you have. If you believed you could handle any situation that it may cause, would it stop being a “problem?” Why or why not?

--

**EXERCISE:** Read the thoughts for successful problem solving on page 110 and rank your agreement to each statement on a scale of 1 to 5. Identify your strengths and weaknesses in problem solving mindsets.

Strengths:
Weaknesses:

**EXERCISE:** Make a list of 3 affirmations about decision-making and problem solving that serve you better in your workplace. e.g. Every problem has a solution.

--

Your thoughts run your life, so think the thoughts  
that propel you forward in your chosen direction!  
Life is easier when you focus and MOVE FORWARD!

*Jane Collins*

APPENDIX A  
CERTIFICATE OF COMPLETION

Your employer or association may require verification for your hours of training. A Certificate of Completion is available on request with payment of a processing fee.

INSTRUCTIONS:

1. After completing the course, complete the REQUEST form below and contact Jane by email. Include this form and your completed course materials to: jane@willingchangecourses.com
2. Indicate if you read the book *Willing Change* as you used the materials.
3. *Move Forward in your Work and Life* is suitable for personal development, professional development, and wellness credits of five hours. If the book was included in your readings, it qualifies as an additional five hours of training time. The total number of hours available for certification is ten.
4. You will be contacted by email if your completion qualifies and an invoice will be forwarded.
5. On payment your Certificate of Completion will be emailed in a .pdf format within two business days.

.....

REQUEST FOR CERTIFICATION

I am requesting a Certificate of Completion for the course: *Moving Forward in your Work and Life*.

The Certificate will state I have completed a reasonable portion of the course and provided my work. I understand a fee of \$25.00 plus HST (unless otherwise agreed), and that I will be invoiced. Payment must be provided before the Certificate will be issued.

NAME: .....

EMPLOYER OR ASSOCIATION: .....

CATEGORY (Circle one): Professional Development, Personal Development, Wellness

EMAIL: .....

Which statement applies to you? Circle a. or b.

- a. I have read the book *Willing Change* and spent 10 hours on the completion of this course.
- b. I have not read the book *Willing Change* and spent 5 hours on the completion of this course.

## APPENDIX B

This is a list of traits for consideration:

adaptable	adventurous	affable	assertive	accomplished
affectionate	accountable	active	bright	balanced
caring	courageous	charismatic	cheerful	careful
discrete	determined	disciplined	decisive	dependable
easy going	eloquent	empathetic	educated	encouraging
flexible	fun	friendly	fair	faithful
generous	gentle	gracious	grounded	gregarious
humble	honest	helpful	hard-working	heroic
innovative	imaginative	intuitive	intellectual	insightful
kind	knowledgeable	loving	loyal	logical
modest	meticulous	open-minded	optimistic	organized
polite	persuasive	patient	personable	poised
punctual	protective	positive	placid	perceptive
rational	romantic	reliable	reserved	resourceful
shy	stable	self-confident	selfless	stoic
spontaneous	sensible	sensitive	social	sincere
thoughtful	thorough	tidy	tough	tolerant
vivacious	versatile	welcoming	witty	warm