

## **Gay White**

Gay is an Occupational Psychologist whose background spans consultancy, project management, change management, coaching, and Learning & Development. She gained many years experience in the financial services sector, working as a Training and Development Consultant in First Active for 30 years. She played a significant role in delivering on a number of organisational change and training initiatives, both with First Active and more recently in Ulster Bank. She is a co-author and lecturer on the Certificate in Customer Relationships & Service and Certificate in Banking Operations courses offered by the Institute. She is a founder member of the British Psychological Society Special Group in Coaching Psychology.

Gay has recently embarked on a new career and has launched a new company, **Zero One Consulting** which combines her training and coaching expertise, her organisational change experience and her psychology qualifications in a new and exciting venture. She specialises in training and business and personal coaching, with a particular emphasis on personal and organisational change. She has spent the last year building an impressive client portfolio.

## **The Challenge of Change – Coping with Life’s Little Surprises!**

Change is said to have joined death and taxes as one of the certainties of life. In this session Gay White will focus on managing the challenges of change that we face, both in our work and our personal lives. She will take a light hearted approach to this fascinating topic and share some psychologically sound insights to help our understanding of what we experience during the change process. In doing so, Gay will provide some practical suggestions for dealing with change, particularly when it is imposed on us.

In particular she will focus on:

- Change – a cliché?
- The Change process
- How we cope with change
- Dealing with **your own** fears – how to ensure you are not dealing with everyone else’s fears too!
- Self Sabotage
- Adapting to changes at work

At the end of this session you will have more of an understanding of why we find change challenging and some insights into how we can drive changes in our own lives and manage changes that are imposed on us.

*"When you get to heaven you'll meet the person you might have been."* Charles Handy