

# 13: Change Management

## CHANGING CHANGE



### Why Attend?

Leadership is always about managing change and uncertainty. Constantly reinventing and changing organizations is essential to sustainable competitive advantages. Learn the principles to transform employee mind-sets and behavior not focusing on processes & procedures.

### Who Should Attend?

Executives, managers, supervisors or anyone responsible for introducing change initiatives within organizations and gaining employee support.

### Objectives

This workshop equips participants with the skills to:

- ❖ Why change needs to happen in organizations
- ❖ Understanding typical ineffective approach
- ❖ Recognizing barriers to change initiatives
- ❖ Identifying individual feelings toward change
- ❖ Learn strategies to overcome resistance

### Managing Resistance Don'ts

- Using Facts based on data, figures
- Forcing others to adapt to changes
- Using Fear tactics to gain support

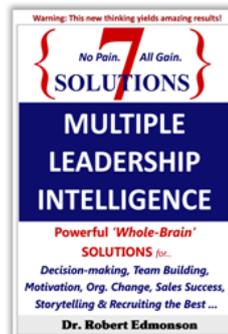
### Managing Resistance Do's

- Understand others thinking, behavioral tendencies toward change
- Personal change precedes organizational change
- Five key factors to change success

### Learning Highlights

#### Human Reactions to Change

- What is Change?
- Two pathways to change programs
- Gaining support for change programs



#### Change Thinking Styles

- Understanding thinking styles related to accepting change

#### Brain's Reaction to Change

- Understand what others are feeling and why they resist
- Learn ways to move from negative feelings to positive

### Accepting Change

- Helping others understand personal value, benefits
- Positive, Solution-focused approach
- Asking, Listening, Storytelling to inspire
- Short-term wins and appreciation

TIME  
for  
Change