

Crucial Skills for Managing Change

"Faced with the choice between changing one's mind and proving that there is no need to do so, almost everybody gets busy on the proof."

- John Kenneth Galbraith

Change is a constant in today's organizations. Organizations need to proactively approach change in order to stay on the cutting edge of their competition. However, managing this change can "make or break" the initiative. This program is designed to provide managers with the crucial insight needed to successfully manage change in their organizations. They will learn and understand why people resist change and how to deal with the behaviors that may result. They will learn a proven and effective process for managing any type of change – small or large.

Learning Objectives

- Explore recent changes made by their organizations and why they were necessary
- Understand how people react differently to change
- Learn the three phases of change
- Practice using the Managing Change Checklist
- Learn methods for overcoming resistance to change
- Learn ways to evaluate the change process

Audience

This course is designed for managers and supervisors that are faced with change -- in their department, their facility, their division or their entire organization.

Course Outline

- Personal Success Outcomes
- Change – Why Change?
- Responses to Change
- Phases of Change
- Phase I – Ending
- Phase II – Neutral Zone
- Phase III – Beginning
- The Beginning Checklist
- Group Exercise – Three Phases of Change
- Change Points
- Why Do People Resist Change?
- Overcoming Resistance to Change

- Conditions under Which People Won't Resist Change
- Managing Change Checklist
- Group Exercise – Change Cases
- Group Exercise – Managing Change More Effectively
- Evaluation of the Change Process

Program Format – 1 Day

This highly interactive one-day program focuses on case studies and examples from many industries and settings. The small group practice sessions that are conducted throughout the program allow participants to try out the tools and perfect their use with the help of instructor coaching. The instructors give practical, real-world advice to the participants. Participants leave with a clear plan of action for managing their next change. The maximum class size is 20, but for optimum results 12-16 participants is ideal.

If you want to learn more about this course, including costs, we invite you to visit [our contact us page](#) to request a one-on-one conversation with our staff.