

## **MANAGEMENT OF CHANGE WORKSHOP (A 2-Day Workshop)**

Leading and supporting change during major change initiatives is an important skill for managers, and also those people who are carrying out the roles of Change Sponsors and Change Agents.

Managers need to be capable of helping people work through resistance to change, and build their personal adaptability rates to handle major change initiatives.

Strategic change implementation only becomes a reality when local managers can translate the change for their people, and support those people in adapting their behaviour to the requirements of the change.

### **Customisation of the Workshop:**

This workshop is also available as a customised, tailored solution designed to support an organisation's specific change initiative.

Such customisation would involve one days preparatory work.

### **Who the Workshop is Suitable For:**

- ❑ Directors, managers and key influencers who have to work with people in managing change
- ❑ Managers who have to help individuals to manage their way through change, and embed the new ways of working and behaviours in the changed state
- ❑ Change Leaders and Change Agents wanting to build their effectiveness in their role

### **Objectives:**

- To understand the key elements of a Change Management Process, and how to use it as a practical roadmap for planning and implementing change initiatives and helping people to accept and embed the changes
- To be able to use a set of practical tools and methods to help people to accept and manage their way through the change and live effectively in the changed state
- To ensure that the change sponsor, change agent and stakeholder roles are appropriately carried out to maximize the effectiveness of the change
- To be able to understand and deploy different situational change strategies to predict and manage change resistance, and manage & coach people affected by the change initiatives

### **Learning Methods:**

This is a highly interactive workshop, using exercises, group discussion, individual and group work. These will include practice using the different tools and methods within the Change Management Process.

These learning approaches will use different aspects of a specific change that each delegate are either currently involved with, or one that they were involved with in the past.

So that the delegates have an opportunity to practice the different methods and tools in the Change Management Process and for managing people through change on a specific change management initiative.

## **Workshop Content:**

- Overview of the Change Management Process as a practical roadmap for implementing a change initiative
- Analysing the current structure, processes, people and culture to identify those areas which will act as the major levers of change, and those which need to stay the same to support the change
- Assessing the history of past changes and their likely affect on how people view the current change, and identifying ways of dealing with the negative impacts of this on this change
- Ensuring clarity and clear and consistent change messages about what the future, desired change state will look like for both the organisation and the individual
- Breaking up the change initiative into 3 change management states:  
Current state – Transition state – Future, desired, change state
- Managing the dip in performance during the transition state
- Understanding how people react to change based on their life experiences
- Understanding resistance, and anticipating & identifying resistance to the change amongst the people impacted by the change for:
  - Leaving the current state - Going through the transition state - The future, changed state
- The 3 plans for reinforcing the change:
  - Change Communication Plan
  - Change Learning Plan
  - Change Reward Plan
- Identifying “What’s In It For Me” for the people impacted by the change
- Using the Curve Profile of “How People Can React To Change”, to determine actions that need to be carried out at different stages in the implementation of the change in order to help people impacted through this curve
- Establishing measures and tracking the human side of change
- Simple strategies to increase peoples personal adaptability
- Strategies for coaching people with specific resistance situations
- Sustaining change by aligning processes, culture and performance management systems

## **Duration of the Workshop**

The workshop is 2 day in duration.

## **Maximum Number of Delegates**

A maximum of 12 delegates can attend each workshop.

## **FOR MORE INFORMATION:**

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