

MANAGEMENT SKILLS WORKSHOP – COURSE INFORMATION

MANAGING CHANGE AT WORK

Leading People Through Organizational Transition

- ❑ Understanding Your Role in the Changing Workplace
- ❑ How to Communicate about Change
- ❑ How to Manage Transition and Internal Culture Change
- ❑ Developing an Approach That Ensures Positive Results



What is the Course About?

Change is an everyday reality in business today and the responsibility for making it work falls to managers and supervisors who must take the leadership role. You will be challenged to maintain performance under chaotic conditions. People in your workforce can be confused, resistant and disheartened – mergers, takeovers, layoffs, downsizing, new technology, increased competition are only words until they happen to you. Job security, company loyalty, and steady career development are no longer factors in how people look at their jobs. It is up to you to respond creatively as a change leader to build a motivated and productive group under these conditions.

MANAGING CHANGE AT WORK gives you step-by-step advice that will help you to prepare your group for change, to understand and manage people through this change, and to guide you through the culture change as a new organization takes shape. You will need the skills and strategies presented here to explore this future workplace, to find the trouble spots and common errors, to deal with the resistance of individuals and groups, and to negotiate and develop the new work arrangements required. Change management is a new skill that wasn't offered in school. With the basics of this book and your common sense and good judgment, You will find that you are well-equipped to handle change and see it as an opportunity.

The objectives of this course are:

1. To explain how organizations can prepare for change
2. To Clarify human reactions to change and how to deal with them
3. To show how to deal with resistance
4. To explain team involvement and visionary leadership

WHO SHOULD ATTEND: This workshop is essential for all Team Leaders, Supervisors, Executives, and all other responsible staff

DURATION: 2 days (can be customized to 1 or 3 days)

SUPPLIED MATERIALS: Participant Reference Guide, Practical Exercises, and Personality Profile Assessment Guide

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Contents

Section 1: Understanding Change

- The role of the manager during change

Section 2: Preparing for Change

- Planning for more change

Section 3: What Happens to People?

- Some people learn from their experiences; other never recover

Section 4: Communicating About Change

- Try it – you'll like it

Section 5: Dealing With Resistance

- What to do when they won't

Section 6: Increasing Team Involvement

- Getting them to want to...

Section 7: Visionary Leadership

- Leading yourself

Section 8: Change Action Plan

- Putting it all together