Thriving in a Time of Change: Tools for Working in a Changing Organization

Course Summary

Description

While all organizations are operating today in a more dynamic environment, some organizations seem to move through changes more quickly, cohesively, and productively than others. This seminar focuses on successfully working in a changing environment at both the individual employee and task team levels. Not only will participants develop awareness of their innate and learned ability to handle change but they will also identify practical strategies for developing the increased emotional intelligence and more effective communications skills a changing workplace often demands. Attendees will participate in multiple interactive exercises to practice using concepts and tools introduced throughout the seminar.

Objectives
At the end of this course, students will be able to:

- Identify his/her "best fit" personality type using the Myers-Briggs Type Indicator (MBTI), including preferred communication styles, symptoms of personal stress, and innate ability to handle change.
- Explain how prior experiences associated with change create a learned ability to handle change.
- Diagnose "competing commitments" and his/her preferred ability to handle organizational change.
- Define "emotional intelligence" and the ability to recognize the communications styles, symptoms of stress, and approach to change preferred by others.
- Apply seminar concepts to identify specific strategies and tools to use in a changing team environment.

Topics

- Introduction
- Setting the Foundation: Your MBTI Type
- MBTI and Your Innate Ability to Change
- Your Learned Ability to Change
- Your Preferred Ability to Change and the "Competing Commitment"
- Emotional Intelligence and Others' Abilities to Change
- What to Do Next: Building Your Change Toolkit

Audience

This course is appropriate for employees at all levels within an organization undergoing, or preparing to undergo, an increased level of project, department, and/or business process change. While not required, groups of employees who frequently work together may find it helpful to attend the course together.

Prerequisites

There are no prerequisites for this course.

Duration

Two days

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Course Outline

I. Introduction
- A. Session Overview
- B. Personal Introductions

II. Setting the Foundation: MBTI Type and Administration
- A. About the MBTI Instrument
- B. What MBTI Is and Is Not
- C. Exercise: Complete the MBTI
- D. MBTI Background and Theory
- E. Definitions: The Eight MBTI Types
- F. Exercise: Self-Score Your MBTI
- G. Exercises (4): Learning About Types and Their Preferences

III. Your Innate Ability to Change
- A. Handling Stress: Recognizing "Dominant" and "Auxiliary" MBTI Functions
- B. Diagnosing Preferred Communication Styles
- C. Exercise: Create a "Preferences" Quick Reference Map, by Type

IV. Your Learned Ability to Change
- A. Past, Present and Future Change: What "Neuroscience" Says About Your Past – and Future
- B. Definition: What is Neuroscience?
- C. Discussion Point: How Does Neuroscience Affect Personal Attitudes Toward Change?

V. Your Preferred Ability to Change
- A. Definitions: Hidden Goals, "Competing Commitments", and "Big Assumptions" Related to Change
- B. Discussion and Exercise: Identify Your "Stated Commitment"
- C. Discussion and Exercise: Identify Your "Competing Commitment"
- D. Discussion and Exercise: Identify Your "Big Assumption"

VI. Others' Abilities to Change
- A. MBTI and Others:
- B. Likely Innate Responses to Change
- C. Likely Learned Responses to Change
- D. Likely Preferred Communication Styles
- E. Definition: Emotional Intelligence
- F. Discussion and Exercise: Emotional Intelligence in Action: Communication Styles and Nonverbal Cues

VII. What To Do Next: Identifying Your Change Toolkit
- A. Common Barriers to Communication in a Changing Environment
- B. Tools for Identifying and Responding to Environmental Barriers
- C. Tools for Identifying and Responding to Group Cultural Barriers
- D. Tools for Identifying and Responding to Individual Barriers
- E. Special Situations: Tools and Strategies for Difficult Conversations

VIII. Seminar Wrap Up And Follow-On References

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