

## Managing Change

### Course Summary

#### Description

Managing change is a critical yet sometimes underappreciated skill for leaders of today. One of the great ironies of the workplace is that the only thing that doesn't change is the persistent need for change itself! This workshop explores our love-hate relationship with change, dissecting the "change paradox" and revealing the root cause of adverse emotional reactions to change. Through interactive case studies and group discussion, participants will journey from "managing change" to "leading change", uncovering the fundamental differences between "required change and inspired change", and exploring the range of roadblocks and success factors that influence success.

While most change management models begin on an organizational or "process" level, research shows that problems with the people dimension of change is the most commonly cited reason for project failures. The power of our model is that it adopts a people-oriented approach that helps focus energy on the area that will produce the highest probability for success. This session is led by a Leadership Training expert with over 20 years' experience facilitating workshops, hosting seminars and publishing white papers on foundational leadership principles.

#### Objectives

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

- Recount the "Anatomy of Change"
- Distinguish between inspired and required change
- Recognize when there is a need for change at an individual and organizational level
- Recognize the root cause of emotional responses to change
- Identify the critical steps and strategies for introducing change in the "people dimension" first, and then in the "business dimension"
- Identify triggers that influence people's reaction to change
- Diffuse adverse reactions to change
- Define a healthy "Culture of Change" in his/her business environment and map a strategy for sustaining that culture
- Effectively use the tools and resources provided

#### Topics

- Exploring the Human Desire for Change
- Leading Change versus Managing Change: The Journey
- Moving to the People Dimension of a Change Management Strategy
- Techniques, Tools and Resources for a sustainable change
- Identifying the Need for Change – "Inspired Leadership"

#### Audience

Leaders and aspiring leaders who are faced with the daily challenge of spearheading change on an organizational level, project level or personal level.

If you or your team members struggle with accepting change, initiating change or managing change, this workshop will uncover the roadblocks and expose techniques and strategies that will "change the way people deal with change".

#### Prerequisites

There are no prerequisites required for this class.

#### Duration

Two days



*"Charting the Course ...*

*... to Your Success!"*

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### **Course Outline**

- I. Exploring the Human Desire for Change**
  - A. The change paradox: Our love-hate relationship with change
  - B. "Human Nature Formula" - why we embrace change and why we retreat
  - C. Figuring out our "change threshold"
  
- II. Leading Change versus Managing Change: The Journey**
  - A. The Anatomy of Change
  - B. Pro-active versus Reactive Change
  - C. Inspiration versus Motivation
  - D. Introducing change from a position of control versus a position of uncertainty
  
- III. Moving to the People Dimension of a Change Management Strategy**
  - A. Exploring the Business Dimension of Change: Process of Change
  - B. Is Buy-In Real at an Organization Level?
  - C. Securing the people dimension: 3 Steps to Successfully introducing a change
  
- IV. Techniques, Tools and Resources for a sustainable change**
  - A. ADKAR tools
  - B. Checklist for change readiness
  - C. "Feel the Fear and Do it Anyway" exercise
  - D. Circle of Influence philosophy
  - E. The Mechanics of a Change strategy that works
  
- V. Identifying the Need for Change – "Inspired Leadership"**
  - A. The cycle of ruts and grooves
  - B. Personal change within an organizational context
  - C. Organizational change (on a person-by-person level)