

Managing the Challenge of Change: A Three-Phase Model for Success

Course Objectives

Successful completion of this course will increase your ability to:

- Understand why change initiatives fail and how to ensure their success.
- Implement a framework to actively lead change efforts.
- Plan for the success of future change through close evaluation of the current initiative.
- Identify, acknowledge, and manage resistance to ensure an efficient transition.
- Apply techniques for increasing and gaining commitment to the change.

How You Will Benefit

Change is here to stay. That's probably no secret to you. For years we've all heard that the "only constant is change." Change is present in every aspect of your life and has become the norm in all organizations. The frequency and pace at which leaders must ask employees to change course or adapt to new systems and initiatives continues to accelerate.

The word "crisis" in the Chinese language is composed of two characters: one represents danger and the other represents opportunity. Change has the same negative and positive connotation. It can be antagonistic, undesirable, and perilous; or it can be pleasant, welcomed, and exciting. It is a leader's job to identify the positive prospects and communicate the opportunity that change imposes upon the organization.

Leading others through change successfully requires thoughtful planning and innovative options. This course will provide you with a clearer understanding of what happens to people when an organizational change initiative occurs. It also introduces the tools and techniques you can use to more effectively lead change efforts in your organization, ultimately allowing you to leave the course feeling better prepared to address the myriad of changes that come your way.

Length of Course

- 1 day

Audience

- Supervisors/Managers

Key Topics Covered

This course explores the following subjects in depth:

- The three phases of the ACT model that help to guide specific steps in leading the change effort
- Tactics for communicating the vision and goals of your organization's change initiative
- How to assess your organization's environment to determine its readiness for change
- Increasing employee commitment and motivation for the change by establishing good communication skills
- The importance of data collection and the numerous outlets for gathering it
- Identifying common reasons for resistance and how to manage them at all levels
- Organizing the change effort by designing the implementation and completing a RACI chart
- Making the change a lasting part of the culture
- How to evaluate the impact, process, and leader of the current initiative to plan for the success of future change efforts

What the Course Offers

- Interactive learning setting
- Opportunity to apply the concepts through role-play
- Thorough set of materials: Participant Guide and one-page RM Desk Reference

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