

## CHANGE MANAGEMENT TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Businesses need to have the flexibility to adapt to the continuously changing needs and requirements of their customers, as well as of the government regulatory bodies, to stay competitive. The Change Management training course is designed for managers and group or team leaders who are responsible for the successful implementation and management of changes in their organizations.

This Change Management training course teaches the following: effective change management strategies, the importance of resiliency and flexibility to accept changes, the skills to successfully lead the business or organizations through the changes and much more.

This comprehensive training course is now available across the U.S., including Atlanta, Austin, Baltimore, Birmingham, Boston, Charlotte, Chicago, Dallas, Houston, Jackson, Los Angeles, Manhattan, Miami, Orlando, New York, Philadelphia, San Antonio and Seattle.

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## CHANGE MANAGEMENT TRAINING COURSE OUTLINE

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### FOREWORD

Change is no longer a choice. Organizations wishing to be successful can no longer afford to view change as a periodic activity, but change must be embedded in the culture of the organization.

This course will help you to develop the skills and the knowledge required to promote the use and implementation of innovative work practices to effect and manage changes, so that there are minimal disruptions at the workplace.

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### OUTCOMES

**By the end of this course, participants will be able to:**

- ▶ Prepare an effective change management strategy
  - ▶ Demonstrate strategies for building support for the planned change
  - ▶ Use WIIFM (the individual motivators for change) effectively
  - ▶ Acknowledge everybody's personal change journey
  - ▶ Develop a change management & communications plan
  - ▶ Develop strategies for leading change project status meetings, how to celebrate a successful change and sharing the results & benefits of the change
  - ▶ Use the four states of Appreciative Inquiry (AI) effectively
  - ▶ Apply strategies for aligning people with change, appealing to emotions & facts
  - ▶ Describe the importance of resiliency in the context of change
  - ▶ Implement strategies to foster resiliency
  - ▶ Describe the importance of flexibility in the context of change
  - ▶ Develop strategies to foster flexibility
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### MODULES

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#### Lesson 1: Preparing for Change

- ▶ Defining your strategy
- ▶ Building the team

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#### Lesson 2: Making it all Worthwhile

- ▶ Leading status meetings
- ▶ Celebrating successes
- ▶ Sharing the results and benefits

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#### Lesson 3: Identifying the WIIFM

- ▶ What's in it for me?
- ▶ Building support

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#### Lesson 4: Using Appreciative Inquiry

- ▶ The four stages
- ▶ The purpose of AI
- ▶ Examples and case studies

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### Lesson 5: Understanding Cycle of Emotions for the Individual

- ▶ Denial
- ▶ Avoidance
- ▶ Passive acceptance
- ▶ Challenged
- ▶ Committed

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### Lesson 6: Bringing People to your Side

- ▶ A dash of emotion
- ▶ Plenty of facts
- ▶ Bringing it all together

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### Lesson 7: Managing the Change

- ▶ Developing a change management plan
- ▶ Developing a communication plan
- ▶ Implementing the plans

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### Lesson 8: Building Resiliency

- ▶ What is resiliency?
- ▶ Why is it important?
- ▶ Five easy steps for the leader and individual

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### Lesson 9: Gaining Support

- ▶ Gathering data
- ▶ Addressing concerns and issues
- ▶ Evaluating and adapting

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### Lesson 10: Building Flexibility

- ▶ What is flexibility?
- ▶ Why is it important?
- ▶ Five easy steps for the leader and individual

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## WEB LINKS

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- ▶ [View this course online](#)
  - ▶ [In-house Training Instant Quote](#)