

## **SSM 113: Leading and Managing Change**

### **Introduction**

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Change Management Training is important in today's professional world as organisational change is more the norm rather than the exception. More than ever, work roles and organisations are in a state of flux with changes in structure, re-deployment, and return to work, redundancy and personal crisis. Hence it is important to understand the change management process and learn some important change management tools.

Change takes place on three different levels:

- the Individual
- the Team
- the Organisation

Organisational change management has to happen at all three levels as they are interrelated. This Change Management course is geared toward teaching the change management process as well as some change management tools and principles that can support managers, consultants and other change facilitators to fulfill their mission: to initiate and sustain change processes.

### **Personal Impact**

- Prepare an effective change management strategy
- Master strategies for building support for the planned change
- Learn how to use WIIFM (the individual motivators for change) effectively
- Understand everybody's personal change journey
- Develop a change management & communications plan
- Gain methods for leading change project status meetings, how to celebrate a successful change and sharing the results & benefits of the change
- Learn how to use the four states of Appreciative Inquiry (AI) effectively
- Master 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

## **Course Outline**

### **Preparing for Change**

- Defining your strategy
- Building the team

### **Identifying the WIIFM**

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

### **Understanding Cycle of Emotions for the Individual**

- Denial
- Avoidance
- Passive acceptance
- Challenged
- Committed

### **Managing the Change**

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

### **Gaining Support**

- Gathering data
- Addressing concerns and issues

### **Making it all Worthwhile**

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

### **Using Appreciative Inquiry**

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

### **Bringing People to your Side**

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

### **Building Resiliency**

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

## **Building Flexibility**

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