

Change management

Overview

This one-day workshop will help participants successfully manage change within their organisation. It recognises the role that managers have as change agents and provides practical tools and strategies that will help them to lead their teams through change, communicate the need for change positively and manage reactions to change.

The programme gives managers an opportunity to reflect on their own experience of organisational change, their role in supporting current change initiatives, and how they typically manage change. It will give them an insight into how and why people respond differently to change and how to manage the different stages of change.

Learning objectives

At the end of the session participants will:

- Understand the nature of change, the need to drive organisational change proactively and their role in managing change at work
- Have applied a range of change tools to support the effective planning, communication and implementation of change in their own organisation
- Be aware of how people are affected by change, have identified sources of support and have explored coping strategies to build resilience
- Know how to manage performance through change, limiting any adverse impact as well as recognising, reinforcing and celebrating success
- Have built knowledge, skills and confidence in managing change successfully

Audience

All managers, in any type of organisation – large or small; public, voluntary or private sector.

Format

This one-day programme is highly participative and uses group exercises, case studies and practical exercises to illustrate problems and develop a best practice approach in dealing with them. Group discussions and feedback are used to develop learning points and to enable participants to relate examples to their own situations. Participants are sent a welcome pack in advance of the session which includes some pre-course work as well as asking them to reflect upon their own experiences and challenges in this area.

Special feature

A tailored version of this programme can be designed for an organisation's HR team. Ideal for those embarking on a major change programme and concerned to make the process as smooth as possible.

Expert trainer

This programme is delivered by **Rachel Hicks**, our lead trainer in this area. See her profile [here](#).

Workshop outline

1 Introduction

- Workshop objectives and benefits from attending
- Participants' experience and confidence in this area
- Personal objectives

2 An overview

- The nature and rate of change in organisations
- How change is typically viewed
- Recognising what is within your control and ability to influence
- Engaging with and proactively managing change

3 The context

- Changes affecting the participants' organisation
- Clarifying roles and responsibilities
- Managers as change agents / role models
- Sources of support

4 The case for change

- Understanding the business case for change
- Exploring why different stakeholders view change differently
- How to engage key stakeholders and overcome resistance
- Determining the need for change and communicating the vision
- Identifying practical first steps

5 A checklist for change

- Understanding the factors that support organisational change and those that hinder
- Ten reasons why change fails
- Identifying and applying interventions to maximise the success of any change initiatives

6 Planning and implementing change

- Using a change planner tool: 5 key tools for implementing change successfully
- Communicating strategies for change
- Ensuring two-way communication
- Managing ambiguity and uncertainty

7 Managing or leading?

- The difference between leading and managing change
- How to lead and support your team effectively
- Fostering a culture of continuous change: the aggregation of marginal gains
- Managing your manager: getting the information and support you need

8 Managing the human side of change

- How and why change affects people differently
- Typical reactions to change
- Supporting people through the stages of change; sources of support
- Responding to difficult reactions and challenging situations
- Understanding, engaging with and managing resistance

9 Managing performance

- Recognising how change can affect performance
- Setting your team up for success
- Clarifying expectations and standards of performance
- Identifying realistic goals, short-term wins and gaps in performance
- Providing coaching, support and feedback
- Reinforcing and celebrating success

10 And finally...

- Open forum – remaining challenges and ‘what if’ scenarios
- Action planning – identifying how participants will transfer this learning into the workplace and what else they may need which will help them to do this effectively
- Review and close

For a no-obligation discussion about running this programme for your organisation on an in-house basis, just give us a call on [01582 463462](tel:01582463462).