

Helping Others Embrace Change

I'll ignore this, maybe it will go away

WHO ELSE KNOWS ABOUT THIS?

It is clear how this relates to me

I NOW KNOW WHAT TO DO, WHAT NOT TO DO

Includes WHY we are changing?

Only notified through email

My concerns and input are understood and addressed

What do you hear when trying to make change? Why is it so difficult to understand, accept, and implement changes imposed upon us or even ones in which we are involved? Everyone works through changes at different rates. Using tried and successful change management processes and techniques can help

decrease the stress, anxiety, and time to implement changes while improving the effectiveness of the change. This "Managing Change" course focuses on the knowledge, skills, and methods needed to effectively manage the change brought on by improvement activities.

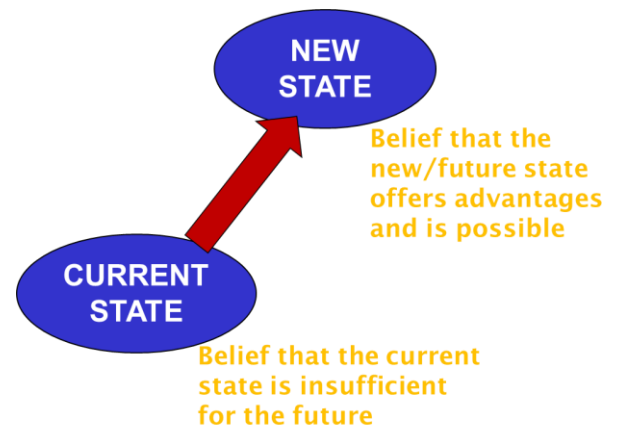
Course Goal:



Participants will develop additional knowledge and skills in helping themselves and others (individuals, teams, leaders) to understand, accept, and embrace changes. Education and classroom practice are focused on the reasons for change resistance and the process and methods to help overcome the resistance so that:

- Improvements efforts are more successful
- Results are improved at a rate greater than in the past
- Participants, team members, and all stakeholders transition to commitment and support of the change with minimal stress and anxiety

Who Should Participate: Influencers, Leaders, Improvement Champions (those specially selected to lead the effort to embed improvement in the organization), and Individuals seeking to grow and expand in their role.



Agenda: 1 day of Change Management training, using the Tell/Show/Do/Recycle* learning approach. Education and classroom practice are focused on the reasons for change resistance and the process and methods to help overcome the resistance. *Tell you about the skill, show you examples, apply the skill together, and provide feedback.

Agenda	Deliverables
<ol style="list-style-type: none"> 1. Why change is difficult and observing resistance 2. Process steps for creating good change 3. Methods to understand and make change 4. Developing stakeholder and communication plans and good communications (written and verbal) that support change 5. Practice techniques to identify resistance, problematic behaviors, and how to help influence individual's acceptance of change 	<ul style="list-style-type: none"> ▪ Understand the concepts of change ▪ Understand the structured process of managing changes ▪ Ability to use methods to help understand and make the change ▪ Change templates (including transition curve, stakeholder analysis, communication plans, ROAMMM)

"Hands on with coaching helped us apply what we were learning!"

"Great! Informative! Useful! Interactive! A 9 out of 9!"