

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.

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

Course Goal:

Participants will develop additional knowledge and skills in helping themselves and others (individuals, teams, leaders) to understand, accept, and embrace changes using the Tell/Show/Do/Recycle learning approach. **Education and classroom practice is 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

Knowledge and Skills Gained:

- Understanding the concepts of change
- Understanding the structured process of managing changes
- Applying methods to help understand and make the change
- 4 hours of continued education



Change has an underlying process and uses the methods of improvement (e.g. root cause problem solving) to solve problems

Time frame: 4 hours (tell, show, do, recycle framework; with role play and application)

Who Should Participate:

- Improvement Champions (those specially selected to lead the effort to embed improvement in the organization)
- Individuals seeking to grow and expand in their role



Agenda:

1. Exploring the concepts of change
2. Identifying the process steps of creating change
3. Understanding the methods to help understand and make the change (Training, Practice) including - Transition curve; Stakeholder analysis; Communication strategy; ROAMMM technique for individual communications; + other methods

This course is offered in conjunction with other Improvement Champion courses so that participants can learn and immediately apply those learnings in an improvement project. See “Creating a Culture of Improvement: Improvement Champion”. The Improvement Champion training includes

- Introduction to Improvement: Seeing the Possible
- Foundational Continual Improvement
- Process Mapping
- Problem Solving and Solution Identification
- Kaizen

Recommended Next Steps:

- Practice applying the change management methods and knowledge to your applications
- Learn more (reading, training, conferences)
- Receive additional training and application
- Contact us: Continual Impact LLC
1-877-252-5804
www.continualimpact.com

