



Change Skills & Tools for Managers

Managers need the skills and confidence to lead during times of change. Being change savvy leads to greater success both personally and professionally. This twelve-hour course, *Change Skills & Tools for Managers*, assists managers in implementing on-going changes, including those caused by mergers, downsizing or typical changes. It provides managers with tools for engaging their employees and customers in the change. *Change Skills & Tools for Managers* provides a safe environment to discuss the difficulties and challenges of leading the people side of change and introduces change principles, frameworks and tools that can be immediately applied to real-life change situations.

Program Objectives:

- Increase personal knowledge and skills related to change leadership
- Explore the people impacts of change
- Learn change theory that translates directly to workplace situations
- Apply change management tools to a change situation

Course Overview:

This course uses a highly interactive teaching style, combining group initiatives and discussions with relevant theory and principles to make a rich and engaging learning environment. Every participant is encouraged to focus on a specific change initiative to make a real time application of the course content.

Content:

- **Feelings About Change:** natural positive and negative feelings about change
- **Achieving Successful Implementation:** $S \times E = C$
- **Key Elements in Change:** elements that must be managed in any change - Vision, Skills, Incentives, Resources, Action
- **Project Management vs. Change Leadership:** two important yet different roles
- **William Bridges' Model:** Endings, Transitions, New Beginnings
- **People Side to Change:** typical misconceptions, misalignment during change
- **Resistance to Change:** why and how people resist change
- **Emotional Stages of Change:** Kubler-Ross Cycle and Stages
- **Change Initiative:** merging companies
- **Change Tools:** learn and use the Change Readiness Assessment, Elevator Speech, Stakeholder Analysis and Communication Action Plan
- **Step into Action:** identifying the first steps to take