



COURSE OUTLINE

The process of change can be highly disruptive in the workplace, particularly when badly managed. Those implementing change are required to maintain high levels of energy and certainty even when they may be feeling uncertain and anxious themselves. Knowing the predictable reactions to change and how to prepare for them can significantly reduce both the distraction and the negative impacts of change and improve the engagement and uptake of all those affected.

This program not only facilitates discussion on effective change management processes but also provides a conversation structure that managers can use to help those who are resistant, sceptical or significantly affected by an imposed change. This step-by-step process enables managers to identify where an individual or group is at in their attitude to change and what needs to be done on a daily basis to sustain the change effort and engage everyone to the future state.

OBJECTIVES

At the end of this course participants will be able to:

- > Understand human reactions to change
- > Develop consistent messages that minimise the risk of misunderstanding and resistance
- > Help support those who are fearful, confused or in denial of the need to change
- > Follow a simple process to anticipate and prepare activities and strategies to maintain energy throughout the transition
- > Implement measures and reporting that demonstrate the value of the change and motivate individuals toward future innovation and continuous improvement

- > **NATIONALLY ACCREDITED OUTCOMES:**
This program can be customised to meet the requirements of Nationally Accredited Courses
- > **DELIVERY MODE:**
Blended – pre and post work activities to embed the skills from face-to-face classroom style training
- > **TARGET AUDIENCE:**
Leaders, managers, agents of change, IT, HR and OD partners
- > **PREREQUISITES:**
Nil
- > **DURATION:**
2 days

OTHER PROGRAMS YOU MAY BE INTERESTED IN:

- > Building Peer Support Programs
- > Preventing Change Fatigue

This course is part of the
>> DEALING WITH STRESS
suite of programs