



# Embracing and Managing Change®

## Professional Development Seminar

### LEARNING OUTCOMES

- **LEARN WHY MOST PEOPLE INITIALLY RESIST CHANGE**
- **UNDERSTAND THE DYNAMICS OF CHANGE MANAGEMENT WITHIN THE WORKPLACE**
- **ASSESS THE RESULTS DURING THE CHANGE PROCESS**
- **OVERCOME THE INTELLECTUAL AND EMOTIONAL CHALLENGES THAT CHANGE HAS ON YOU AND THE TEAM**

### Change Rule 1: Change is a natural and normal part of everyday life!

If managed well, change will bring revitalisation in both individual employees and an organisation. After all, improvement and growth can only occur through a process of continuous development, growth and renewal. While that all sounds good, “change” is a word that can strike fear in the hearts of many people at work.

Embracing and Managing Change® is a one-day, interactive professional development program which prepares managers and leaders who are responsible for facilitating or implementing change initiatives at work.

During this program participants learn about change; the need for change, understanding change and how to work within their team in ways that build support before, during and after any major change occurs. Each participant learns how to better cope themselves, as well as manage team members who seem resistant, unwilling or unable to accept change. They'll also learn how to implement a change management process effectively with their team or business unit.

As well as gaining use of a range of useful “change” tools and methods to structure communication to facilitate change, participants will use a self-assessment instrument to learn more about their own change style and participate in a number of role plays to illustrate how to deal with others who find change challenging. Embracing and Managing Change® will help anyone whose organisation is in the midst of change.

- ✓ Recognise the opportunities presented by change.
- ✓ Maintain your focus and effectiveness while things change.
- ✓ Use your own strengths during change to become a source of stability.
- ✓ Learn effective communication styles to deal with challenges.



# SESSION OUTLINE

(One-Day Program 8:30 – 5:00pm)

## SESSION 1

### Understanding Change

- Recognising the reasons change fails
- Truths and myths about change
- What happens when you choose not to change
- How to be the catalyst for change

## SESSION 2

### Managing During Change

- What leadership styles are the best role models during change
- How to work more positively with different personalities during change
- How to introduce and implement change
- Assessment: Change Readiness

## SESSION 3

### How People and Organisation Process Change

- The 4 stages of change that people and organisations go through
- The most common reactions to change
- The 4 emotional responses to downsizing
- Introduce change in the most positive manner to reduce fear and resistance
- Overcoming the negativity, complaints, apathy or withdrawal

## SESSION 4

### Handling Special Change “Challenges”

- Deal with the grape vine and gossip during change
- How to control conflict (that will arise) during change
- Effective strategies to coach people through change
- How to counsel employees who become an impediment to successful change



### EACH PARTICIPANT RECEIVES

Each participant receives a professionally produced, training manual and reference material. In addition, participants receive a password to online e-learning and reference material (where they can access audio coaching files, white papers, posters, and other training materials).

### FREE eCOACHING FOR ALL PARTICIPANTS

To help participants implement all they have learnt at this powerful seminar, they'll also receive access to a 6 month e-Coaching program free!

This unique coaching program starts 14 days after the training.



At the comfort of their desk and at a time which suits them, participants enjoy these eCoaching sessions, as they reinforce all that has been learnt at this development program.

### CERTIFICATE OF ACCOMPLISHMENT

Each participant also receives a customised “Certificate of Accomplishment”, to be framed and displayed at their office or home.



### CONTACTING US

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