

## CHANGE MANAGEMENT WORKSHOP

**PURPOSE:** The purpose of the Change Management Workshop (CMW) is to train managers in the knowledge and skills needed to effectively plan and implement change. Participants learn important distinctions between types of change, the timing of change, individual versus organization change, and how to overcome resistance to change. Applications include implementing changes in an employee's role, performance, attitudes and motivation as well as implementing changes in procedures, policy and work flows.

**LEARNING OUTCOMES:** As a result of attending CMW, participants will be able to:

- Define the requirements to achieve particular types of change
- Describe a process to plan and structure change initiatives more effectively
- Identify the performance of individuals and work teams
- Explain how to overcome employee resistance to change
- Apply emotional intelligence techniques when making changes

**LENGTH:** One Day 09:00 – 16:00

**IACET CEU:** 0.55

**BENEFITS:** A stimulating use of practice sessions, application exercises, feedback, and discussion of the real-life challenges faced by the participants. Participants are able to develop strategies for dealing with their own work situations.

### PROGRAM OUTLINE

TIME	TOPIC
9:00	OVERVIEW AND INTRODUCTION <ul style="list-style-type: none"><li>• Purpose and objectives</li><li>• Summary of desired outcomes of participants</li></ul>
9:15	CHALLENGES OF CHANGE MANAGEMENT <ul style="list-style-type: none"><li>• Dynamics of each type of change</li><li>• Common experiences with change</li><li>• Benefits and challenges of change</li></ul>
9:30	PLANNING CHANGE <ul style="list-style-type: none"><li>• Planning organizational level changes</li><li>• Planning change for people</li><li>• Key success factors for change management</li></ul>
10:15	<b>BREAK</b>
10:30	APPLICATION EXERCISE <ul style="list-style-type: none"><li>• An experiential exercise that examine the dynamics of why and how people experience change in the workplace. Participants gain personal insights in how they handle change</li></ul>
11:15	SKILLS FOR MANAGING CHANGE <ul style="list-style-type: none"><li>• People and Organizational factors</li><li>• Personal and Team factors</li></ul>
12:30	<b>LUNCH</b>
1:30	CHANGE MANAGEMENT TOOLS <ul style="list-style-type: none"><li>• The force field analysis model</li><li>• Drivers and barriers to change</li></ul>
2:15	<b>BREAK</b>
2:30	PERSONAL CASE EXAMPLES <ul style="list-style-type: none"><li>• Selected personal case situations</li><li>• Discussion of strategies and tactics</li></ul>
3:45	SUMMARY OF LEARNING
4:00	<b>END</b>