

Change Management

Overview

This workshop will give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Course Objectives

This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Course Outline

1 - Getting Started

Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

2 - Preparing for Change

Defining Your Strategy
Building the Team

3 - Identifying the WIFM

What's in it for Me?
Building Support

4 - Understanding Change

Influences on Change
Common Reactions to Change
Tools to Help the Change Process

5 - Managing the Change

Change Readiness Audit
Stakeholder analysis
Developing a Change Management Plan
Developing a Communication Plan
Implementing the Plans

6 - Gaining Support

Gathering Data
Addressing Concerns and Issues
Evaluating and Adapting

7 - Making it All Worthwhile

Leading Status Meetings
Celebrating Successes
Sharing the Results and Benefits

8 - Using Appreciative Inquiry

The Four Stages
The Purposes of Appreciative Inquiry
Examples and Case Studies

9 - Bringing People to Your Side

A Dash of Emotion
Plenty of Facts

10 - Building Resiliency

What is Resiliency?
Why is It Important?
Five Easy Steps for the Leader and the Individual

11 - Building Flexibility

What is Flexibility?
Why is it Important?
Five Easy Steps for the Leader and the Individual

12 - Wrapping Up

Words from the Wise
Review of Parking Lot
Lessons Learned