

# IMPLEMENTING & MANAGING CHANGE SUCCESSFULLY

## 2-day Course

### OVERALL AIM:

To help develop a people strategy so that employees affected by changes of expectation and practice, brought about through acquisition, merger, or restructuring, can be supported to understand, accept and work with the changes so that disruption is minimised and performance objectives achieved.

### WHO SHOULD PARTICIPATE:

Directors, managers and professionals seeking to make changes in organisation practice and behaviours. Management teams seeking to develop change strategy.

### COURSE OBJECTIVES:

**By the end of this course, participants will be able to:**

- Identify the impact of imposed change upon employees.
- Recognise potential traps or barriers to change and plan to overcome them.
- Recognise the importance of planning, preparation and organisation.
- Develop techniques and approaches to support people through change.
- Identify good communication strategies and how to deploy them.
- Enable better understanding and dialogue with employees.
- Deal more effectively with anger, frustration and resistance to change.
- Monitor the progress of changes in the workplace.

### COURSE CONTENT:

#### DAY 1

- **Course Objectives:** including the delegates' own objectives.
- **Reactions to imposed change:** what to expect and how to deal with it.
- **Visioning:** creating a picture of the new future and its benefits to the business, its customers and employees.
- **Establishing and maintaining credibility:** enabling management to lead others through change.
- **Creating a sense of urgency:** a compelling need for change.
- **Control, inclusion and openness:** establishing successful relationships with employees affected by change.
- **Communication, communication, communication:** to enable employees to feel truly informed and involved in matters affecting them.

#### DAY 2

- **Identifying and dealing constructively with obstacles:** many blocks and barriers can be accurately anticipated – here is how you do it.
- **Planning for and creating successes** – to maintain energy levels and keep momentum going.
- **Making changes stick:** so that it becomes a permanent part of the way things are done in your organisation.
- **Review:** brief review of main elements of the programme.
- **Action Plan:** where do we go from here? i.e. How can I implement learning from this workshop?