Change Management and Leading Change

Course ID #: 2020-007-CM-Z

Hours: 7

CEUs: .7

Course Content

Course Description:

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Having a smooth transition when change occurs is important in any situation and your participants will gain some valuable skills through this workshop.

The <u>Change Management</u> workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Prerequisites:

None

Topics:

Module One: Getting Started
- Icebreaker
- Housekeeping Items
- The Parking Lot
- Workshop Objectives

Module Two: Preparing for Change
- Defining Your Strategy
- Building the Team

Module Three: Identifying the WIIFM
- What's In It For Me?
- Building Support

Module Four: Understanding Change on an Individual Level
- Clearing
- Programming
- Processing

Module Five: Leading and Managing the Change
- Preparing and Planning
- Delegating
- Keeping the Lines of Communication Open
- Coping with Pushback

Module Six: Gaining Support
- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

Module Seven: Making it all Worthwhile
- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

Module Eight: Using Appreciative Inquiry
- The Four Stages
- The Purpose of AI
- Examples and Case Studies

Module Nine: Bringing People to Your Side

- A Dash of Emotion
- Plenty of Facts
- Bringing it All Together

Module Ten: Building Resiliency

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

Module Eleven: Building Flexibility

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

Module Twelve: Wrapping Up

- Words from the Wise
- Review of Parking Lot
- Lessons Learned
- Completion of Action Plans and Evaluations