

# Managing Change Effectively Training Outline

**Course Length:** 2 to 3 days

**Course prerequisites:** none

## Overview

This workshop is designed to help individuals to understand change and how they might tackle it more effectively. It will help to promote an understanding of the dynamics associated with managing innovation and change. Lastly, it will provide an introduction to the tools and techniques that contribute to the successful handling of change (both personally and in helping others through the change process).

## Course Content

### Section I: Introduction

- The Destructive Path
- The Constructive Path

### Section I: Identify the Four Stages of the Change Process

- The Prepare Phase
- The Organize Phase
- The Implement Phase
- The Review Phase

### Section II: Understand the Nature of Change

- Change Is All Around Us
- The Relationship Between Reaction and Proaction

- The Response to Change Curve
- How Organizational Types Influence Change

### **Section III: Analyze the Need For Change**

- Know the Context For the Change
- Describe the Situation to be Changed
- Looking For Blind Spots
- Focus on External Change Drivers
- Analyze Internal Adaptation Needed

### **Section IV: Anticipate the Impact of the Change**

- Assess Driving and Restraining Forces
- Anticipate Levels of Fear, Shock, Stress, and Sense of Loss
- Identify Gaps, Individuals, and Areas That May Have Special Problems

### **Section V: Create a Shared Vision**

- Establish Management “Grip” on the Key Issues
- Establish Absolute and Common Directional Clarity
- Alert the Organization to the New Vision and the Need to Align All Systems and Processes
- Confirm the Future Shared Values

### **Section VI: Establishing the Support Organization**

- The Need for Clear, Strong Leadership
- Select the Champions of Change and Give Them Freedom to Act

### **Section VII: Create a Sense of Urgency**

- Adapt a Change Style that is Conducive to the Time Table
- Broadcast the Scope of Change and Time Table

### **Section VIII: Extensively Communicate and Listen**

- Communicate to Lift Awareness and Understanding
- Ask For Input and Feedback and Genuinely Listen to Reactions
- Separate Emotional From Non-Emotional Reactions

## **Section IX: Build Enabling Systems**

- Use Feedback to Build Future Processes
- Establish Change-Role Models and Reward Early Adopters
- Develop Incentives to Change For Individuals and Groups With Special Needs

## **Section X: Separate From the Past**

- Deal Firmly, Fairly, and Quickly With Continued Negative Responses
- Recognize the Contributions of Previous Practices, But Commit Them as Part of the Past
- Highlight the Positive Benefits of the Change

## **Section XI: Institutionalize Change in Values and Culture**

- Help People and Teams Adopt Changes as a Natural Part of Everyday Work
- Encourage Story Telling About Change

## **Section XII: Evaluate Success and Adjust Where Necessary**

- Celebrate Success At Any Opportunity
- Realistically Evaluate the Benefits of Change Tactics and Outcomes
- Make Changes Quickly and Visibly