

STRATEGIES FOR MASTERING THE HUMAN SIDE OF CHANGE

Change at work can be overwhelming today, and mastering it is essential for survival. Often the human issues associated with change are not addressed, resulting in resistance and frustration. To deal with these issues requires a set of strategies to help you master change at work.

This is a four-hour interactive course for anyone who needs to deal with change at work. The individual and team activities will stimulate interest and reinforce key concepts that you can apply right away.

COURSE OBJECTIVES

Upon completion, participants will be prepared to:

- Understand the critical difference between organizational and human change
- Overcome the “Not another change!” syndrome
- Apply effective strategies to manage the human stages of change
- Create an action plan for an actual change at work

COURSE OUTLINE

1. Introduction
 - Key terms and concepts
 - Drivers of change
2. The Nature of Change
 - The process and stages of change
3. Melting – Overcoming resistance
 - The pros and cons of change
 - Four strategies to melt resistance
4. Moving – Dealing with uncertainty
 - Dangers and opportunities
 - Four strategies
5. Molding – Securing the future
 - Natural progress
 - Three strategies
6. Action Plan (involves an actual change at work)