

STRATEGIES FOR LEADING THE HUMAN SIDE OF CHANGE

Globalization, technology, competition, and a diverse workforce have driven phenomenal organizational change in the last 10 years. The deeper and wider the organization change, the more overwhelming it can be, and individuals need to be able to manage it to survive. Often the human issues associated with change are not addressed. This course provides a set of practical strategies to address these issues.

This is a six-hour course for managers, supervisors and team leads who need to manage change for themselves and others. 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 better prepared to lead change by:

- Understanding the effects of globalization and technology on organizations
- Understanding the critical difference between organizational and human change
- Assessing the adaptability to change of self and others
- Applying effective strategies to manage the human stages of change
- Creating an action plan for an actual change at work
- Leading others through change

COURSE OUTLINE

1. Introduction and Overview
 - Key terms and concepts
 - Drivers of change
 - The process and the three stages of change
2. Melting - Strategies for leading the first stage
 - Identify the down and up sides of change
 - Five strategies to melt resistance
3. Moving - Strategies for leading the second phase
 - Dangers and opportunities
 - Five strategies to move people to the new order
 - Case study
4. Molding - Strategies for leading the third stage
 - Natural progress
 - Four strategies to keep people from going back
 - Case study
5. Action Plan (real time)