Change Management

Overview
This workshop will give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Course Objectives
This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Course Outline

Getting Started
Icebreaker
Housekeeping Items
The Parking Lot
Workshop Objectives

Preparing for Change
Defining Your Strategy
Building the Team

Identifying the WIFM
What's in it for Me?
Building Support

Understanding Change
Influences on Change
Common Reactions to Change
Tools to Help the Change Process

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Managing the Change

Change Readiness Audit
Stakeholder analysis
Developing a Change Management Plan
Developing a Communication Plan
Implementing the Plans

Gaining Support

Gathering Data
Addressing Concerns and Issues
Evaluating and Adapting

Making it All Worthwhile

Leading Status Meetings
Celebrating Successes
Sharing the Results and Benefits

Using Appreciative Inquiry

The Four Stages
The Purposes of Appreciative Inquiry
Examples and Case Studies

Bringing People to Your Side

A Dash of Emotion
Plenty of Facts

Building Resiliency

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

Building Flexibility

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

Words from the Wise
Review of Parking Lot
Lessons Learned