

Aim of the programme

Change in organisations can arise for many reasons including the introduction of new technologies, the realisation of innovation potential, the drive for efficiency improvements to enhance competitiveness and general strategic realignment to meet customer's needs.

Managers are instrumental in effecting this type of change and they are often responsible for leading and managing teams who need help and support in adopting, adapting and embedding the new ways of working.

This short course has been designed to develop the skills and knowledge of how to lead others through change.

As a result of attending this course, delegates will:

- Understand how to communicate change and gain buy-in from others
- Be able to manage other people's reaction to change
- Understand what motivates team members in times of change and help them to break with old habits
- Be able to confront resistance and deal with difficult situations
- Understand how to develop an effective strategy to implement change and maximise commitment



Content – 1 day

The course includes the following core themes:

- The role of the leader in engaging others with change
 - Managing v Leading
 - Understanding your own attitude and reaction to change and the impact this has on your team
- A simple model to manage sustainable change - **Kotter's 8 step model**
- How to communicate with others to gain buy in and support
 - Building and nurturing an improvement culture
 - Using supportive leadership styles to gain maximum advantage
- How to manage resistance to change and influence in multiple directions
 - What is resistance to change
 - Understanding the reasons for resistance
 - The change cycle (Kubler Ross) – practical tips for managing at each stage
 - Developing the right conditions to promote change
 - Converting resistance to readiness
- How to develop a positive culture that supports sustainable change
 - The importance of creating a clear vision to encourage staff commitment
 - How to motivate people in times of change to increase loyalty, commitment and retention

Structure of the programme

This one-day course is practical in its design and delegates will be provided with a number of tools and techniques that they can apply back in the workplace.