



Organizational Change

Course Overview

Change is constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This training course will give any leader tools to implement changes more smoothly and to have those changes better accepted. Participants will gain an understanding of how change is implemented and some tools for managing their reactions to change.

Learning Objectives

- Develop a change manage plan, taking into consideration both the business and people dimensions of change.
- Assign roles in a change process for clarifying responsibilities and achieving required outcomes.
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are.
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the “way things used to be.”
- Address obstacles to achieving required change outcomes by drawing on Kotter’s Eight Step Change Model
- Identify strategies for helping change be accepted and implemented in the workplace.

Course Outline

Module 1: Understanding the Process of Change

- 3 Stages of Personal Change
- Change is ICE
- Pace of Change
- Reactions of Change
- The Pyramid Response to Change
- The Four Room Apartment Strategy

Module 2: Control and Resistance

- Controlling Change
- Resistance to Change
- Key Factors in Successful Change
- Emotional Roller Coaster of Change



Module 3: Strategies for Dealing with Change

- Acknowledge
- Deal
- Identify
- Understand
- Manage
- 7 Steps to Ironing things out
- Conflict/Opportunity
- Limiting Beliefs
- Master thoughts & Emotions with A-B-C-D-E Method

Module 4: Kotter's Eight Step Change Model

- Doctrine 1: Creating a Climate for Change
 - Establishing a Sense of Urgency
 - Creating a Guiding Coalition
 - Developing a Strategic Vision
- Doctrine 2: Engaging and Enabling the Whole Organization
 - Communication the Change Vision
 - Removing Barriers and Empowering Employees for Success
 - Generating Short-term wins
- Doctrine 3: Implementing and Sustaining Change
 - Consolidating gains and producing more change
 - Anchoring new approaches in the culture