Leading Change

Learning Objectives

- Understand the natural process that people experience in reaction to change.
- Identify the types of discussions about change. (Introduce, Explore, and Overcome Resistance to Change)
- Recognize signs of resistance and identify best practices for overcoming it.
- Prepare a plan for sustaining progress and celebrating success.
- Help yourself and others feel more commitment to change.
- Foster trust and teamwork during change.

Course Description

This course focuses on the crucial role leaders have in effectively leading change initiatives in the workplace. Leaders learn how to introduce a change initiative and lead discussions with employees to explore how best to implement the changes. In addition, they learn how to help others overcome their resistance to changes. These skills enhance a leader's ability to minimize the potentially negative effects of change on morale, processes, and productivity.

Phases of Change

- Disorientation
  - Confusion, misunderstanding
  - Personal concerns
- Reorientation
  - Greater sense of control and confidence
  - Efforts starting to pay off
- Integration
  - Attention to new areas for improvement
  - Change is accepted throughout the organization

Types of Change Discussions

- Introducing Change
- Exploring Change
- Overcoming Resistance to Change

Resources (for learner)
- Development Activities
- Discussion Planner
- Job Aid
- Control/No Control
- Agenda for Meeting with Manager

Resources (for managers of learners)
- Management Support Tool
- Tips for Giving Feedback

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