Change management is the art and science of guiding an organization and its people through the predictable transitions from current reality to a preferred future position. Change manifests in various forms with diverse results and emotions, but there are two things that you can count on: Change won't go away; it will only increase and you and the people around you need to learn to embrace change. In this program you will taught identify different reactions to change so that you will be better prepared to help employees through it. You will design a plan to help others through change and apply that plan by aligning systems and structures within your organization to better meet the needs of employees experiencing change.

Audience: Leadership and Management Professionals

Prerequisites: None.

Number of Days: 1 day

1. **Effects of change**
   What change looks like
   What in the world is changing?
   Change impact on culture vs. people
   What is the cost of failed organizational
      change efforts?
   How change is interpreted
   Personal response to organizational
      change
   Why change equals loss
   Learned helplessness vs. learned
      optimism
2. **Change responses**
   The spectrum of change responses
   The grieving cycle
   How change responses manifest at work
   Change resistance
3. **Leading through change**
   Who leads the change effort
   Roles of change leaders
   Careful of culture clash
   Eight reasons change efforts fail
   Leading vs. managing change
   Inspiring a shared vision
   Exploiting early successes
4. **Anchoring the change**

Implicit contracts
Getting buy-in
5. **Communicating and reinforcing change**
   Two views of organizational change
   Rate of change
   The nature of effective change
      communication
   The six phases of change
      communication
   Steps for communication major change
6. **Organizational alignment**
   Systems and structures
   Balancing security and significance
   Change resiliency
   Introduction to bounce back
   Defining bounce back
   Bounce back people
   Keys to resilience
   Adaptive and transformational change
   Resilience improvement action plan