

## COURSE OVERVIEW

# Leading Change

## OVERVIEW

More than ever before, organizations are evolving, innovating and changing in order to stay alive and competitive. And they're depending on their leaders to accept, support and successfully manage all stages of the change process.

This course will define change and develop positive and creative leaders who will motivate their teams through change and the opportunities that come with it.

## LEARNING OBJECTIVES

- Recognize and define the 4 stages of reacting to change
- Explain the formula for personal success during times of change
- Understand what drives staff negativity when things change
- Manage the stress and anxiety that often accompany change
- Be a positive role model for change to others
- Communicate reasons for change
- Assist employees in maintaining focus on new expectations
- Encourage employees to be innovative and creative with change

## COURSE HIGHLIGHTS

### Understanding change

- Identify pros and cons of change
- Define the stages of reaction to change
- Describe the types of organizational change

### Learning how people respond to change

- Understand why some people are resistant to change
- Describe the formula for success in a changing organization
- Maintain a positive outlook and avoid common causes of negativity

### Dealing with the stress of change

- Develop personal resilience
- Identify stress vulnerability
- Define 4 types of stress symptoms
- Manage workplace anger and anxiety

### Organizing change

- Recognize changing priorities as job duties change
- Organize and prioritize daily tasks and master tasks
- Overcome tendencies to procrastinate or be a perfectionist

### Encouraging creativity in change

- Use innovation and creativity to embrace change
- Energize job functions by using creativity
- Remove barriers to innovation

## TRAINING DELIVERY

- Pre-training: Tailoring and customization of content
- Delivery of training using presentation, small group exercises, case studies, role-plays, games, etc.
- Post-training: Follow-up within 30 days to review information, provide coaching, set goals, etc. (optional)