

Managing Change

Program Outline



Managing Change

What comes to mind when you think of CHANGE?

If you compare answers to this question, they will be varied.

In a complex and ambiguous world, change has become a part of everyday life in the workplace. Most managers who implement change find that their team has people who readily accept the change, some who vehemently oppose it, and others who remain conflicted about its benefits.

Managers need to understand what differentiates the way people view change, in order to help them overcome the various resistances to change. Being aware of how to use a set of tools to introduce change to their team, helps them overcome emotional barriers and monitor the change for progress. Thus, managers can aim at turning opposition into acceptance.

Objectives

The program is designed to help learners:

- ▶ Identify the reasons for resistance to change
- ▶ Differentiate between the various change behaviors
- ▶ Apply techniques that help to manage change successfully

Course Modules

Module 1: Resistance is Futile

Module 2: The Agility Spectrum

Module 3: The Change Manager's Handbook

Program Agenda

The following agenda can be used to run the workshop in 90-120 minutes. The duration of each section is only an estimate and can be adjusted based on your requirement.

Topic	Approx. Time	Training Aids
Introduction <ul style="list-style-type: none">• Introduction of the facilitator• State program outline/objectives• Map participant expectations	05 Minutes	Presentation slides
Module 1: Resistance is Futile <ul style="list-style-type: none">• Reflection Activity: Change is Inevitable• Resistance to Change	20 Minutes	Presentation Slides, Whiteboard, Video, Discussion, Workbook
Module 2: The Agility Spectrum <ul style="list-style-type: none">• Group Activity: On the Spectrum• Agility Spectrum: The Stragglers, Inbetweeners and Explorers	30 Minutes	Presentation Slides, Whiteboard, Video, Discussion, Workbook
Module 3: The Change Manager's Handbook <ul style="list-style-type: none">• Chapter 1: Introduction to Change• Chapter 2: Overcoming Resistance• Chapter 3: Appraising the Change	20 Minutes	Presentation Slides, Whiteboard, Workbook
Wrap up and close <ul style="list-style-type: none">• Summary of the Program• Participant Reflection• Q&A to reinforce the learning of the program and to guide on the application of the same.	15 Minutes	Q&A / Feedback