

Managing Change

Program Outline





The Need for Managing Change

What does it take to successfully navigate change, minimize resistance, and drive long-term growth within an organization?

Change is inevitable whether driven by technological advances, shifting market demands, or internal organizational transitions. Managing change effectively is essential to minimizing disruption, sustaining productivity, and maintaining employee morale. Without the right techniques, structure, and approach, change can quickly lead to confusion, resistance, and disengagement.

Additionally, within any team, there are those who readily embrace new ways of working, those who resist due to uncertainty, and those who remain undecided as they assess the impact. Successful managers have to recognize these differing responses and adapt their approach accordingly aimed at:



Reducing Resistance :

Helping teams address initial fears and discomfort with change.



Enhancing Adaptability :

Empowering teams to quickly adjust to market or industry shifts.



Improving Communication :

Ensuring clarity around the purpose and process of the change.



Boosting Productivity :

Minimizing disruptions by providing necessary training and support.



Fostering Long-Term Growth :

Encouraging continuous improvement and innovation.

At **FocusU**, we describe managing change as the ability to work in a structured way of supporting people to move from a current state to a new way of working, so that change is understood, adopted, and sustained.

Pursuing the Skill of Managing Change

This program helps participants understand that managing change is an ongoing process that requires continual adaptation. Successfully leading change means anticipating challenges, addressing resistance, and ensuring clear communication throughout the transition.

By equipping leaders with the right tools and techniques, they can guide their teams through change with confidence, turning potential obstacles into opportunities for growth.

The Change Manager's Handbook



Investing in managing change will help emphasize the importance of adaptability and communication in navigating transitions, leading to smoother processes, improved team morale, and long-term organizational success.

“ **Change is the only constant in life.** ”

- Heraclitus
Pre-Socratic Greek Philosopher



Program Objectives & Flow

The program is designed to help learners:

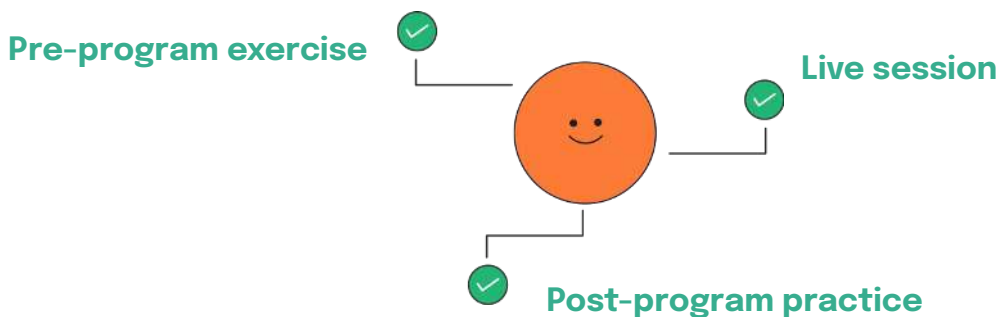
- Identify the reasons for resistance to change
- Differentiate between the various change behaviors
- Apply techniques that help to manage change successfully

Program Flow

This program comprises a full-day session flow. The duration for the live session is only an estimate and is adjustable to a half-day or extendable up to 2 days based on training needs or scheduling requirements.

The program on **Managing Change** is organized as follows:

Pre-program exercise	To be completed individually by participants before the live session	20-30 mins approx
Live session	To be attended by all participants (refer to details in program agenda)	1 - day program
Post-program practice	To be completed individually by participants after the live session	20-30 mins approx





Modules

Introduction: Context Setting and Session Overview

Building on Existing Knowledge Activity

- Can Change = Chance?
 - The Kübler-Ross Change Curve

Module 1: Resistance to Change Can Be Futile

- Scenario Spotlight - A House Divided
- Reasons for Resistance to Change

Module 2: The Change Agility Spectrum

- Understanding Cautious, Situational and Enthusiastic Responders
- Understanding Team Members

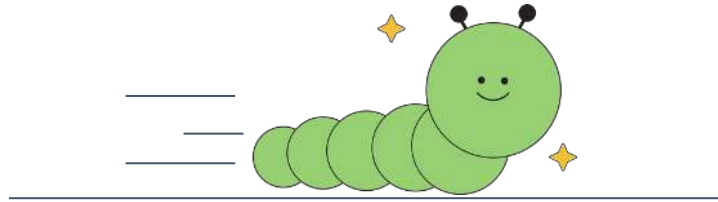
Module 3: Framework: The Change Manager's Handbook

- **Chapter I** - Introduce the Change
- **Chapter II** - Overcome Resistance
- **Chapter III** - Appraise the Change

Application and Retrieval Practice

- Giving Change a Chance
 - Part 1: Apply Learning to a Workplace Scenario
 - Part 2: Apply Learning to Your Own Workplace

Wrap Up: Key Takeaways, Reflection and Summary



To know more about us, drop in at: www.focusu.com

We are a very friendly bunch, so do feel free to reach out to us through:

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