



Leading Through Change

A leader's guide to building workplace resilience

3-hour Delivery Format

Overview:

The range and pace of change in today's workplace is unparalleled. The adage "seize the day" has been replaced with "seize the moment". Despite this new organizational reality, the opportunity associated with change and transformation is equally significant. The ability to lead employees through constant change is not just critical for the organization but also key to the leader's capacity to drive discretionary effort. Absent a deep understanding of change issues and related response options, organizational change has the potential to derail the objectives of even the best leaders. In this highly interactive workshop, participants explore a range of "best practice" strategies for turning organizational change into an opportunity.

Module One:

Understanding the Forces of Change

- The WCS Change Model – Creating a foundation of understanding
- Creating A Change Context – What, Why, How & Who
- Examining Behavioral Reactions – *Victim, Critic, Bystander and Navigator*

Learning Objectives:

1. Examine the 5 key dimensions of a successful change process.
2. Identify and understand the issues that are creating change in your workplace.
3. Assess individual behaviors and their implications.

Module Two:

Managing the Impact of Change

- Assessing Your Change Readiness – *Change Leadership Profile*
- The Commitment Continuum
- Seeing The Opportunity – Cost / Benefit Analysis

Learning Objectives:

1. Build awareness of current capacity and identify meaningful development opportunities.
2. Explore the 6 stages of commitment and identify existing barriers.
3. Expand awareness of the upside of change on organization, customers and employees.

Module Three:

From Ambiguity to Clarity & Consensus

- The Leader As A Change Agent
- Climbing The Leadership R.O.P.E.S.
- Creating And Implementing A Communication Strategy

Learning Objectives:

1. Define and explore core competencies and actions of an effective change agent.
2. Examine key elements of a winning communication strategy.
3. Define the *what*, *why* and *how* of an actual leadership communication plan.

Module Four:

Creating the Future

- Defining Obstacles & Solutions
- Measuring Your Impact & Success
- Taking the First Step Toward Resilience

Learning Objectives:

1. Examine real obstacles and define viable culture-specific solutions.
2. Create a framework for building resilience and momentum.
3. Gain commitment to action.