

Change Management

**EMPLOYEES OFTEN FEAR CHANGE. HOW WILL IT AFFECT ME?
IT'S ALL ABOUT COMMUNICATION. IF IT'S COMMUNICATED WELL, YOUR
EMPLOYEES CAN EMBRACE CHANGE. IF IT'S COMMUNICATED POORLY, FORGET IT.**

Change is a constant part of our personal and professional lives. Change in the workplace is often met by resistance from employees. The fear of the unknown and lack of experience in dealing with change can lead to chaos and dysfunctional teams. It's critical that your key people know how to nurture an environment that will help your people embrace change in your workplace.

If you are about to implement change in your organisation your senior management team needs to consider if they will undertake the following:

1. We communicate often with stakeholders to keep them informed of how the change is being implemented
2. We always explain the effect of change to my team
3. We always get feedback from employees to understand what they think of the potential change
4. We set clear short and long term goals which can be achieved through change
5. We have a communication plan of more than 2 pages
6. We take time to understand the people who resist change and help them become more positive about the change
7. We involve as many people as possible in the change process
8. We delegate decisions and give authority to employees during the change process
9. We choose Change Agents that will model the positive differences of the change
10. We develop flexible systems to implement change which can be easily modified to accommodate any unplanned situations
11. We provide coaching and training to employees so that they understand the change
12. We set behavioural managerial behavioural metrics to ensure the change isn't incorrectly perceived by stakeholders
13. We walk the talk and exude confidence that the change is a positive step for the organisation and its stakeholders

YOUR SCORE

Organisations that are ready to implement a successful change generally score "YES" to at least 8 of these questions.

If you scored less, you should think about creating an environment where the change has a better chance of being successfully implemented.



Your **Change Management** program is custom designed to fit with your change management processes. You can choose a trainer who has worked in a large organisation that has undergone a major change so participants will understand the antecedents and the precedents of change from a practical perspective. Participants will discover that their initial fears are rational and it's just a part of the psychology of how humans react to change. Participants will understand that it's also part of the human psychology; over time to reduce their fears about change and those they may soon embrace the change.

Key learning outcomes

Your **Change Management** program will give participants the skills to:

- Develop an understanding that change is a continued process that never stops.
- Set a communication plan for the change.
- Understand the motivators of change.
- Communicate effectively with their team during the change process.
- Understand the impact of change on the organisation.
- Overcome the barriers to change.
- Set behavioural parameters regarding the change particularly with senior management.
- Identify "the way it used to be" saboteurs.
- Take responsibility to lead change.
- Understand the psychology of how humans react to change.
- Position the change as a positive opportunity for employees.
- Choose Change Agents that will model the positive differences of the change.
- Build an effective feedback loop to improve further changes.

Would you like to attend this program?

- For maximum effectiveness, this program is best conducted as an in-house program.
- **Ideal group size:** 4 - 12 participants.
- **Venue:** For your convenience, you can choose to conduct this program at your business premises. Alternatively, we can provide a training venue at a small additional cost.
- **Duration:** This program can be adapted to meet your requirements.
- **Cost:** Price on request.
- **Target Audience:** Employees, Supervisors, Team Leaders, Senior Managers or CEO's.

If you would like more information on this training program, please contact:
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