

Leading the Change Process

ISO 9001:2015, E-commerce, Lean Manufacturing. Change is a constant in the modern organization. Addressing only the technical aspects of a change initiative is a recipe for disaster. Leaders of the change process need unique skills in order to reduce or eliminate frustration, shock and defensiveness. Participants in this 2-day workshop learn how to build and maintain support for the change process.

Hours: 8 a.m. – 4 p.m.
Length: 2 days

Course Objectives:

Participants will learn to:

- Analyze the reasons why people fear change.
- Develop a plan to lead the change.
- Identify the steps in communicating the need for change.
- Gain support for the change.
- Reinforce desired change behavior.

Who Should Attend:

Team Leaders, Managers, Executives and any other potential change agent.

Related Seminars:

- Coaching for Superior Performance
- Motivating Employees
- Project Management



Seminar Content

Overview

- Change – The Only Constant
- What Isn't Changing
- Aspects, Nature and Levels of Change
- Resistance to Change
- The High Cost of Failure
- The Systems Approach to Change
- Why *Managing* Change May Not Work

Planning for Change

- Organize and Plan the Change
- Identify the Drivers for Change
- Forming the Team
- Developing the Change Strategy

Evaluating the Current State

- Acknowledge What's Working
- Identify Current Problems and Concerns

Designing the Future State

- Components of the Future State
- Vision
- Markets
- People
- Culture

Developing the Implementation Plan

- Components
- Barriers to Change
- Workshops
- Developing Countermeasures
- Estimating the Impact
- Implementation Plan Basics

Communicating the Change

- Communication Program
- The Kick-off
- Maintaining Open Communication

Implementing the Plan

- Assessing Readiness for Change
- Leading the Change
- Communicating Status
- Assessing Progress

Celebrating the New State

- Celebrate and Reward
- Reinforcing the Change of Change

Measure, Evaluate and Improve

- Refine and Improve
- Establishing Best Practices for Change
- Developing Process Metrics