

Managing Change

INTRODUCTION

Designed for Managers who are working with staff through change, whether through the growth or decline of the Organisation. This programme reviews the issues that are pertinent in these cases and gives managers the tool to manage the transitions and take the team forward in a positive manner

COURSE OBJECTIVES

By the end of the course, delegates will have:

- **Examined** the reasons for change and the effects it has on the organisations and the people who work in them
- **Discussed** and identified the ways in which people react to change and how to manage the process of transition in themselves and others
- **Practised** effective communication techniques including active listening and questioning
- **Discussed** and practised ways of utilising the power of the team
- **Examined** the role of the leader in managing staff through periods of transition
- **Practised** the key skills of giving feedback, counselling and influencing
- **Examined** techniques for increasing commitment in teams particularly during times of Change
- **Developed** an individual action for implementation in the workplace

COURSE DURATION: 2 Day Course

COURSE CONTENTS

Why Change?

The reasons for change
Understanding organisation change

Organisational Change

The reasons for change
Understanding how people react to change

Dealing with the effects of Changes

Managing the pressure
Strategies for managing stress

Managing Transitions

Management strategies for each stage
Supporting the process of transition in others

The Power of Behaviour

Understanding how and why people behave the way they do
Managing your own behaviour
Influencing the Behaviour of others

Team Work

Increasing team involvement
Team Work – Group exercise

Communication

Listening and Questioning
Giving feedback
Assertive Communication

Leading People through Transitions and Beyond

Situational Leadership
The Manager as a Coach
Counselling

Increasing Team Involvement

Empowering your Staff

Develop a Personal Development Action Plans

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