

# Leading Through Transition

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## HOW DO YOU MANAGE CHANGE



Change Happens. Without it, people and organizations stay stagnate, fail to move forward, and many times, move backwards. Being a leader in today's ever-changing environment can be a challenging task. Leaders are challenged with three main areas; first they need to understand and embrace the change themselves, solve the structural components, and then navigate the people side of transition. Leading through Transition program provides leaders with the skills and confidence they need to first embrace the change and then be an effective ambassador and

catalyst for change with others. This program helps leaders to understand and then leverage the dynamics of change to ultimately create acceptance, positivity and commitment of change among their employees. In this one-day workshop, participants will learn how to manage and cope with change and how to help those around you too.

### OBJECTIVES

At the conclusion of this training program, the participants will be able to:

- Learn the value of change, to create a strong and innovative organization. See change not as something to be feared and resisted but as an essential element of the world to be accepted
- Understand the transitional timeline for change, through recognizing what each state looks like and how to support moving forward
- Accept there are no normal or abnormal ways of reacting to change and that each person handles change differently
- Explore the emotional intelligence component to change and learn how to manage himself through self-awareness, regulation, motivation, empathy, and social skills
- Learn the responsibilities for being a change agent and a positive ambassador for change
- Create the communication plan for change among their employees, so that each employee is supported and directed through their personal change experience
- Identify strategies for helping change be accepted and implemented in the workplace

### COURSE CONTENT

#### THE VALUE OF CHANGE

- Exploring the value, need, and examples of change
- Understanding the What's In It for Me Conversation

#### ACCEPTING AND PROCESSING CHANGE

Change is occurring at a more rapid pace than any time during history. In order to survive and thrive in the business environment an individual must have the capacity to change.

We review the 4-step change process then discuss and practice:

- How to identify the stages of change and move towards accepting it.
- Strategies for responding to change in an open minded and constructive manner.
- Why people resist change and how to overcome resistance.

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## **THE HUMAN REACTION TO CHANGE: THE CONTROL FACTOR**

The human species has a great need for control. When it comes to change many people try to control things they cannot control. The result is they get stuck, waste time, and can become victims. During this section, we help participants learn to let go of what they can't control and focus on what they can. The process we facilitate can be utilized on an individual or group level. It is important to understand the traditional roles of Victim, Survivor, and Navigator during change, and how to choose most effective role to others during transition.

## **ACCOUNTABILITY AND ROLES**

The roles that people play in a change initiative will affect the way they respond and the way they interact with others. In this section of the workshop, we look at the role of a leader during the change process and the actions that are required to be effective. It is imperative that leaders be accountable for navigating their team through change. We examine ways to be proactive vs. reactive.

## **BEING A POSITIVE ROLE MODEL FOR CHANGE**

Participants learn how to effectively communicate change using the NEWS DOG formula, so that others will be inspired and committed. Participants learn how to take responsibility for being the role model and becoming an ambassador for organizational change, through implementing success strategies such as:

- Moving from "them vs. us" to "we" - how to focus and understand the big picture to begin acting as a cohesive team/company
- Having intentional and ongoing conversations as people transition through change
- Allowing employees to go "backwards" before they go forward as part of the natural transition for becoming fully committed to change
- Expressing a sense of urgency while retaining the capacity for realistic patience
- Radiating both optimism and realism

## **MANAGING STRESS AND EMOTIONS DURING CHANGE**

Change is not easy. It requires a high level of emotional intelligence to be effective during transition. This section teaches the application of emotional intelligence when managing oneself and others during change. We explore the five components and its application of the five components of emotional intelligence, as it relates to leading through transition.

## **ACTION PLANNING**

Each participant will complete an action plan for implementing the strategies and techniques discussed in the workshop that will allow them to manage change effectively and move towards becoming a positive change agent.

## **CLASS SIZE**

Maximum of 16 people per workshop

## **DURATION**

1 Day