

### TRAINING

Adult learning theory states that lessons need to be applied and evaluated by adults for optimal learning. We integrate this theory into our training by incorporating individual exercises, assessments, role-play, teamwork, skill practice, coaching, and evaluations.

### OBJECTIVES

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

- Define what change looks and feels like
- Identify different stages of change and how it affects the organization
- Recognize change resistance and how to resolve it
- Learn to lead and drive change

### COURSE CONTENT

#### LEADERSHIP IS....

This opening module sets the stage for managing and leading change. It concludes with an assessment of current changes and impact on the organization.

#### ACCEPTING CHANGE

A leader can not lead and drive change until he/she learns how to accept change first. We review the stages of change – shock, denial, agitation, letting go, testing, learning, renewal. Then each person looks at a major change from the past year and assesses how he/she dealt with that change.

- Next we develop strategies for getting people through each stage.

The module closes with an exercise: Learned helplessness vs. learned optimism.

#### DEVELOPING AND MAINTAINING A POSITIVE ATTITUDE

- We examine attitudes and take a self-assessment: Positive thinking vs. mental misery – empower yourself.
- This is followed by tips to apply and share on how to maintain a positive attitude.

## CHANGE LEADERSHIP

### CHANGE RESISTANCE

While it is normal to move through the stages of change at different speeds – some individuals resist change at all cost. We discuss why people resist change. Three exercises follow:

- Letting go of the urge to control
- Working with change resistance
- Keys to overcoming resistance

### LEADING/DRIVING CHANGE

We look at 7 steps to leading change – accept the change yourself, stay positive, stay focused, be flexible, stay organized, be proactive, communicate clearly and regularly. Participants then apply the steps to real-life case study that each participant brings to class.

We then discuss change resilience:

- Personal resilience
- Characteristics of bounce-back people
- Keys to resilience
- Six competencies of bounce-back people
- Resiliency improvement action plan

### ACTION PLANNING

Each participant creates an individual action plan

This plan should be shared with the participant's manager and be considered part of his/her objectives and development plan.

### CLASS SIZE

Maximum of 16 people per workshop

### EXPENSES

The Training Edge, LLC will be reimbursed for all reasonable travel expenses for airline and ground transportation, hotel accommodations, meals, parking, tips and shipping of materials.