



Course Description

In this workshop, you will increase your confidence and adaptability by learning the principles behind the change cycle and behavioral change readiness.

Outcomes:

- Develop a better understanding of the psychology of change
- Better Methodologies for announcing change
- The ability to lead through the cycle of change
- Techniques to get people moving

Module 1: Understanding and Working with Change

The Challenge of Change

- Why Do People Resist Change?
- Avoid Mistakes When Announcing Change
- Announcing Normal, Everyday Change
- Change: Guiding Principles
- The Mindset of Change
- Choose to See Change as a Choice

The Cycle of Change

- The Change Cycle
- The Change Cycle: What Not to Do
- The Change Cycle: What to Do

Module 2: Working with Sensitive Change and Getting Momentum

Preparing to Communicate Change

- Difficult Change Requires Something Positive
- Pre-Work for Communicating Major or Sensitive Change
- Communicate Sensitive Change: A Script

Building Momentum Around Change

- Working with Resistance: Late Adopters and Diehards
- Influence Late Adopters
- Die Hard: Corrective Conversation