

## Successfully Managing Change

### Course Description:

Every organization is where it is today because of a multitude of changes. Some of these changes have been joyful and others have been painful. The goal of any change initiative is to achieve certain organizational strategic or operational objectives while minimizing the pain, disruption, and disequilibrium it can create for employees and customers. This workshop is designed to help managers and leaders to understand the nature of change and the forces for change. They will gain a greater understanding of the importance of the role of leadership in the change process and the critical elements required for successfully leading change in your organization.

### Learning Objectives:

Upon completion of this workshop, participants will:

- Understand the forces behind organizational change and the implications for the organization;
- Identify the losses and hidden opportunities created by the change;
- Recognize the impact that change has on employees and how it might affect customers and other stakeholders;
- Identify the actions that leaders and staff can take to enable the most healthy response to change;
- Be able to develop a plan for guiding people through the change; and
- Identify strategies to develop resilience in those affected by the change.

### Who Should Attend:

All persons who perform managerial or leadership roles would benefit from this workshop. However, the workshop is specifically designed for experienced leaders and managers responsible for new and ongoing changes in the organization.

### Content:

The course emphasizes participant involvement using a combination of lecture, discussion, casework and exercises to support and reinforce personal learning.

Topics covered include:

- Perceptions of change
- Experiencing change
  - Personally
  - In the work environment
- Understanding human response to change
- Understanding the stages of the change cycle

#### Cancellation Policy

An administration fee will be charged for cancellations less than 14 days prior to the course date. Substitutions will be permitted at any time. Course transfers may be made without penalty. The BRC reserves the right to cancel any seminar and will, in such event, fully refund all registration fees. No liability is assumed by the organizers for changes in seminar dates, content, speakers or venue.

- Actions for introducing or leading change in your organization
- Forces influencing change
- The role of leadership in the change process
  - Understanding change resistance
  - Understanding the perceived losses and opportunities from change
  - Utilizing an integrated model for leading change
  - Developing change resilience in yourself, others and your organization

### **Complimentary Courses:**

This course is part of The BRC's "Level II" series of management development courses, and provides a solid foundation for experienced managers wishing to enhance their leadership skills within the organization. Additional extension courses within Level II include:

- Developing and Motivating Effective Teams
- Effective Leadership Skills
- Managing Workplace Conflict

### **Location:**

On-Site

### **Duration:**

1 Day - full course outline

1/2 Day - higher level overview, reduced exercises

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