

Managing Organizational Change

A Personal Guide for Leaders and Staff

Change can be likened to a journey. It can be paved with growth, excitement, possibility and success or littered with stress, strong emotions, obstacles, and delays. This program focuses on the concepts and skills necessary for making change work for you and your staff. It examines the four different stages of change, identifies an individual's four modes of response, and teaches the skills and coping strategies leaders and followers need for managing change in organizational environments.

Format

The workshop can be customized to fit situational needs and will involve self-assessments, case studies, individual and small group exercises, role plays, facilitator presentations, and group discussion. There will also be an opportunity for individual coaching and feedback around personal leadership challenges. A manual is included with the program.

Objectives

Participants will learn how to:

- Identify the four predictable stages of change
- Identify and understand their personal style in responding to change
- Develop strategies for coping with and managing change

Topical Outline:

1. Four Stages of Change (Embarkation, Mystification, Modification, Acceptance)
 - What to expect with each stage
 - The natural role of emotions
 - Getting beyond the barriers
2. Personal Responses to Change (An Assessment Instrument)
 - Identifying your personal response (Empathizer, Challenger, Investigator, Observer)
 - Debrief and explanation of the four response modes
 - Understanding how to incorporate the positive aspects of each mode
3. Four Skills for Managing Change
 - The PACE acronym
 - Understanding and integrating the skills
 - Identifying the coping options that match your style