

# Managing Change

## Overview

Many people resist, or worse, resent change. This module uncovers the reasons why we do resist or resent change and helps Leaders to see change as the necessary step to the future and equip their people for change. This module can be broken into appropriate workshops to achieve outcomes, and is flexible regarding times & attendee numbers.

## Objectives

Addresses issues of change and how you can make change. The program focuses on the following objectives:

- To foster and increase a strong team environment
- To enhance each participant's ability to successfully manage change
- To understand ourselves and each other more from a behavioural perspective
- To understand that paradigms keep one locked in a single vision
- To explore our own natural resistance to change
- To learn how to move more positively toward change
- To learn how to see change coming early enough to take advantage of it

## Outline

- Exercise 1: The Paradigm Paradox
- Exercise 2: Changing the Rules
- Exercise 3: Going Back to Zero
- Exercise 4: Overcoming Resistance to Change
- Exercise 5: Paradigms of the Future
- Exercise 6: Creating the Future
- Exercise 7: Your Choice
- Exercise 8: Creating a Specific Change Through a Business Plan

## **WORKSHOP 1**

The participants are first challenged with the concept that what they get used to in their lives, be that successful or not, can blind them in seeing the solution that will improve performance and productivity.

All participants are shown case studies from business and personal life in order to stimulate thought and discussion processes.

## **WORKSHOP 2**

For people to understand that when rules are changed their feelings are what stops them from successfully implementing change and responding positively to it.

The workshop is fascinating in that all participants start to identify where their own feelings stand in the way of their own progress and that of their company.

## **WORKSHOP 3**

All participants are led down a path where they explore what could put their company and their professional or working situation in jeopardy or back to a place where all new rules would need to be developed.

## **WORKSHOP 4**

The previous workshop opens up the mind with creative thinking. In Workshop 4 they are divided into several syndicate groups to brainstorm detailed plans in order to overcome participants' resistance to change.

## **WORKSHOP 5**

The participants are taken on a trip in their mind's imagination on what they can see happening in the world today that is going to put themselves, their families, businesses or employers into the future.

## **WORKSHOP 6**

Individually and as a business unit participants describe what the descriptors of their company was five years' ago, what the descriptors are today, and what will be the descriptors five years' from now, when it comes to customer service, team spirit, inter-company communication and sales ability.

## **WORKSHOP 7**

The group writes on the company's behalf suggestions on how the group is going to invent the major ways in which the company can deal with change in a productive way. This is based on the previous six exercises on how they have taken a "mind mapping" journey from getting rid of negative feelings and realising that change is positive and, even more importantly, how they can improve their response to it.

## **WORKSHOP 8**

This workshop is where the focus on customer service and better sales is created and where a specific change is action planned, with people putting dates and times on what they are going to do differently for increased productivity.