

Leading Change and Putting It All Together

Savvy business leaders are always on the lookout for opportunities for change. With many of today's top industries completely unknown 30 years ago, merely maintaining the status quo is flirting with failure. Understanding the dynamics of change and encouraging changes and improvements in their areas of responsibility are requirements for effective and forward-thinking leaders. This module addresses the challenge of initiating and shepherding change, focusing on techniques to communicate with and engage those affected. You learn best practices for dealing with unintended consequences of change and how to avoid the tug of war that can occur when change is poorly managed.

Learning Objectives:

- Examine the four common emotional stages people experience in change transition.
- Analyze ways change has directly affected your organization and your industry.
- Contrast two change models to determine implications related to your change initiative.
- Label the key players and stakeholders and their roles during change.
- Predict reasons why people resist change and develop strategies to overcome them.
- Develop a plan for discussing change clearly and successfully.

Note: *The final portion of this program includes a wrap-up of the entire Principles of Leadership Excellence Series and the Individual Learning Plan used throughout all six modules of the series.*



CEUs:

0.7 (7 hours)

HRCI Credits:

7 HR (General)

SHRM:

7 PDCs

Learning Options:

- Classroom training
- At your location

Who Should Attend:

- New and experienced supervisors, managers, and professionals as well as for individuals with management potential looking for in-depth strategies with practical application.

Learn. Grow. Succeed.

Delivery options include learning at MRA, at your location, or online. Contact MRA to explore how this program may be customized to your unique individual and team training needs.



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Course Outline

- ◆ Understand how change affects the workplace and your role managing it
- ◆ Review the stages of the change process
- ◆ Investigate models of change, including MRA's own "Wheel of Change"
- ◆ Classify the key players and stakeholders in the change process
- ◆ Examine resistance to change, where it comes from, and how to deal with it effectively
- ◆ Determine how to talk to people about change in ways that they can understand and embrace
- ◆ Analyze how your four key relationships at work have changed since the start of the series and what improvements may remain
- ◆ Participate in a final PLX Series wrap-up, knowledge assessment, and graduation

“ I will be referring back to the material from this class over and over. ”



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