

Managing the Human Side of Change

Change is all around us, whether it is change driven by opportunity or change in the drive to improve productivity. For most managers, managing change is a constant. Many people, however, experience change as something inflicted upon them. This course provides managers tools to help build support for change and maximize the potential for success.

Focus

This course is to help managers and other change leaders understand the human side of change so that they can enhance change initiatives.

Length 8 Hours

Performance Objectives

- Identify and discuss organizational and individual obstacles to change
- Apply appropriate management solutions to the various responses to change
- Evaluate change to determine ideal team structure and composition
- Develop a communication and action plan to track and implement change
- Craft a vision statement for the change that will help employees perceive the need for change

Course modules include:

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| Building the Need for Change | Change cannot happen unless people perceive the need for change. This module reviews a process to build the need for change. |
| Individual Obstacles to Change | The focus of this module is to understand why individuals resist change and specific techniques to help them overcome their concerns. |
| Organizational Barriers to Change | This module provides tools and techniques to explore why specific organizations resist change. |
| Role of the Leader | The focus of this module is on the actions leaders should take during the change process to ensure positive outcomes. |