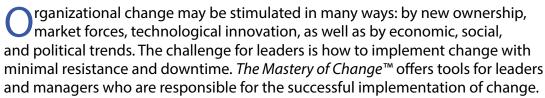
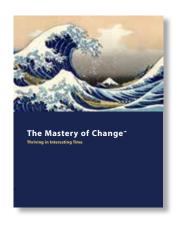


The Mastery of Change™ Thriving in Interesting Times





This program is ideal for organizations anticipating or experiencing major change. It provides a practical opportunity to develop a change implementation plan. You will participate in a forum in which real change issues are discussed and real planning takes place.

OBJECTIVES AND OUTCOMES:

As a participant, you will be able to:

- ▶ Identify the individual and organizational dynamics involved in change and transition
- ▶ Distinguish between the strategic issues involved in change and the tactical issues involved in transition, and develop a plan for both
- ▶ Recognize and deal with the impact of change and transition on remote and non-obvious systems as well as on the system which is the target of change
- ▶ Identify and communicate effectively with stakeholders and develop broad ownership of the change process
- ▶ Help stakeholders see a positive vision of the ideal result of a change and empower them to contribute to that result
- Design an implementation process and choose appropriate interventions to move things along
- ▶ Describe and manage your own and others' resistance to change.

WHO SHOULD PARTICIPATE?

▶ Leaders, managers, change and transition teams, and individual contributors who are responsible for the successful implementation of change.

The Mastery of Change™

Thriving in Interesting Times

COURSE OUTLINE:

► The Nature of Change

- Introduction to key concepts for understanding the nature of change, drivers of change, and dynamics of change
- Selection of change project for application throughout the workshop

► Change and Transition

- Presentations and exercises for distinguishing between the "big picture" of the change process and the myriad transitions that must take place for successful change implementation
- The organizational transition process over time

► The Change Process: A Model for Implementation

- A model for successful change leadership
- Skill practice, discussion, and application of skills in building a vision, defining system boundaries, identifying and working with stakeholders, assessing readiness, choosing interventions, and continuous learning from change

► Skills for Empowering Others

- Practice in helping others make positive choices around change
- Understanding one's own and others' attitudes and readiness regarding change

► Skills for Guiding Personal Transitions

- Understanding typical needs and expectations related to change
- Understanding and working with resistance to change and the stress associated with change
- Coaching others to contribute in constructive ways

► Follow-up Planning

- Decide on next steps to take change projects forward
- Summarize and apply learnings.