



The Mastery of Change™ Thriving in Interesting Times



Organizational change may be stimulated in many ways: by new ownership, market forces, technological innovation, as well as by economic, social, and political trends. The challenge for leaders is how to implement change with minimal resistance and downtime. *The Mastery of Change™* offers tools for leaders and managers who are responsible for the successful implementation of change. 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.

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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.