

# Supporting Change

**“Reorganization, new business strategies, new management. How is my department supposed to stay focused on the customer with all this change?”**

Change has become an ever-present and important part of business today. Organizations that fail to change find it increasingly difficult to compete and survive in today’s marketplace. But how do you keep employees focused on performance with all the distractions caused by change initiatives? How do managers deal with the emotions, fear and anxiety that come with change?

## Impact

**Managers and team leaders will be able to:**

**Understand** why change happens, how people react to it, and how to support team member’s struggles with change.

**Involve** team members in a change initiative by promoting their understanding and ownership of the change and its benefits.

**Plan** for individual or group follow-up sessions that support the change process and reinforce personal and organizational goals.

For over 20 years, we’ve helped thousands of organizations equip managers with the tools they need to succeed. Our experience has proven that management skill level, like the ability to lead a team through change, has a direct impact on the success of the organization. We know that managers who work to keep team members focused on performance lead more effective and more productive teams. We’ve found that keeping individuals engaged in their work, and involved in the business at hand, means higher productivity business units. And those business units contribute significantly to the success of the entire organization.

**Supporting Change** provides the tools managers need to understand and interpret change – in order to more successfully manage their team through it. By working to support change while addressing the team’s comfort level with that change, the manager can more effectively facilitate acceptance of a new way of doing things.

## Program Description

**Supporting Change** helps managers learn to understand and to interpret change. By understanding it, managers can more clearly communicate change to their team. This clear communication helps to reduce misunderstanding and anxiety. It also helps the change

initiative gain acceptance more quickly – minimizing lost productivity and decreased performance. Throughout the workshop, managers will review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. Managers leave with implementation tools, troubleshooting guides and additional resources to help them apply the skills they have learned on the job. The 4-hour workshop is designed for 6–18 participants and includes the following:

- Understanding the Three Phases of Change
- Strategies for Supporting Change
- Dealing with Rumors of Change
- Reactions to Organizational Changes
- Communicating Change

## Course Materials

### Facilitator Guide

- Complete instructions on how to conduct the workshop.
- Explanatory text for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes.
- Facilitator Resource CD-ROM containing PowerPoint presentation, additional resources, and reproducible pages from the facilitator guide as well as entire participant workbook.

### Participant Workbook

- Exercises, forms, skill practice aids, and a video synopsis.
- Job Aids section with tools and resources for applying the skills learned in the workshop.
- Memory Jogger Card providing a handy reminder of the workshop's skill points.

### Video

- Introduction followed by a scenario displaying positive use of the skills discussed in the program.
- Video segments focusing on modeling positive behaviors for skill practices.
- Scenarios in both office and industrial settings.

## About Workplace Results LLC

Workplace Results LLC works with organizations to help them hire, train, and retain loyal and productive employees. We work in all industries, including manufacturing, health care, education, government, corporate, and small business. Using Vital Learning's award winning programs and other assessments, we offer the most comprehensive and practical curriculum for building the management skill set required by 21<sup>st</sup> century managers.

Our customers tell us that our training really works because it enables the changes in management behavior that drive improved business results. Let us help you take the first step toward creating successful managers and more productive and profitable teams.