

Overview

In the current economic climate many sectors are going through dramatic change which can lead to negativity, poor communication and a significant drop in staff performance. This course is therefore designed to ensure change is managed proactively to keep morale and productivity high. It will cover best practice and give managers the tools to understand and overcome resistance to change.

Who is it for?

Individuals, particularly managers who want to facilitate positive change and learn strategies for effective communication during the change cycle.

Course content to include...

- Definitions of change
- Organisational change and avoiding potential pitfalls
- PESTLE analysis
- Identifying & managing the change gap
- Why barriers to change arise & how to overcome them
- Blockers and enablers to leading change
- Change equation - effective strategy to make change work
- Change types
- Change curve - human reactions to change
- Attitude & behaviour cycle
- Authentic communication
- Demonstrating empathy & active listening
- Reframing negative attitudes to change
- Conducting CLEAR change conversations

By the end of the course learners will be able to...

- Manage change in a constructive & positive manner
- Utilise tangible techniques to facilitate change in self and others
- Develop effective strategies to facilitate change

"An excellent course for those managing change."

