

## **Managing Change: the People Factors**

### ***[Half/One-Day Program]***

Change is an inevitable part of life today and for business to remain competitive, constant change is an absolute requirement. Yet inevitably those changes bring with them disruption and uncertainties, not simply in reorganisation but from the reactions of people involved.

Managing the changes demands leadership: to manage the events; to support individuals and build the capacity of teams to manage effectively in an environment and culture of change; to maintain personal resilience while adjusting their management style to respond to new situations.

This program is designed to help participants understand how change affects people at a personal level and provides strategies and tools for:

- Letting go of the past
- Accepting change now and dealing with future changes
- Putting themselves in control
- Acknowledging responsibility for preparing for change

#### **Content includes:**

- What is driving change today and in our industry
- Acknowledging what we have lost
- How people respond to change
- Personal and professional responsibilities involved in dealing with change
- Putting ourselves in control
- Building personal resilience to manage ourselves and others
- **A Toolkit for action**
  - A workbook for referral and reflection is provided
  - Tools for managing change at a personal and professional level

#### **Learning Outcomes:**

Participants will be able to:

- Understand the process of change
- Understand their own resistance to change and be able to assist others through that process
- Respond positively to emerging challenges and opportunities
- Accept responsibility for building their own resilience using tools provided