



# Managing Matters

## **Change in the Workplace**

As change agents, managers sometimes find themselves the target of hostile reaction. In such cases, they can help employees acknowledge and accept their level of discomfort and anxiety. If you acknowledge the resistance, your staff or stakeholders might be more open to new systems, policies and procedures. This class can help participants explore the impact of change and identify ways to increase effectiveness during implementation. Extra focus is given to understanding resistance and communicating about change. This class also incorporates principles and concepts covered in *Everything DiSC* and *Conflict Management*.

### **Course Objectives:**

- Define change
- Describe phases of the Change Journey
- Discuss human impact and considerations when implementing change
- Use situation based question guide to begin planning change communication strategy

### **Course Content:**

1. What is Change?
2. Recognizing Drivers for Change
3. What you need to know as you prepare for a change initiative
4. Resistance and Why Change Doesn't Work
5. Change vs. Transition – the human side of change

### **Delivery Format:**

- Mini lecture
- Small group exercises
- Independent activities
- Video Clip
- Small and large group discussions

### **NOTE:**

This course is one of the Common Management Issues courses that is delivered in order:

- Everything DiSC Management (Parts 1 & 2)
- Conflict Management
- Change in the Workplace