

The Change Game

Interpersonal Skills



11387



In-Class



8 hours



EGP 3,450

Course Description:

Driving Change is an interactive training program designed to equip leaders and managers with the skills and tools needed to communicate change effectively, address resistance, and help team members move toward embracing workplace change. The program focuses on three change accelerators: describing what is changing and why, seeking reactions and feelings, and helping people regain a sense of control. It also explores the change reactions continuum and the personal and practical needs that arise during change. Through facilitator-led discussions, reflection activities, planning tools, and skill practice, participants will prepare for and conduct effective change conversations, respond constructively to resistance, and develop an action plan to support successful implementation.

Target Audience:

This program is designed for managers, team leaders, supervisors, and change leaders who are responsible for communicating, implementing, or supporting workplace change initiatives.

Course Objectives:

By the end of this program, participants will be able to:

- Prepare to communicate effectively the business strategies and rationale driving the need for change.
- Use three actions to accelerate workplace change: describe what is changing and why, seek reactions and feelings, and help team members regain a sense of control.
- Recognize the nature of resistance and apply appropriate skills to uncover and respond to it.
- Determine which aspects of a change can be controlled or influenced.
- Use essential interaction skills, tools, and techniques to conduct effective discussions, support team members, and encourage commitment to change initiatives.

Course Outline:

Module 1: Change Is Your Business

- Understanding the business strategies and rationale driving change
- Recognizing the leader's role in accelerating change
- Preparing to communicate workplace change effectively

Module 2: Understanding Reactions and Resistance

- Exploring the change reactions continuum
- Recognizing the nature of resistance
- Seeking reactions and feelings
- Responding constructively to resistance

Module 3: Change Accelerators

- Describing what is changing and why
- Seeking reactions and feelings
- Helping people regain a sense of control
- Identifying what can be controlled or influenced

Module 4: Effective Change Conversations

- Meeting personal needs through the Key Principles
- Meeting practical needs through the Interaction Guidelines
- Planning and conducting a structured change discussion
- Practicing change conversations and giving feedback

Module 5: Sustaining Commitment to Change

- Supporting team members throughout the change process
- Encouraging ownership and accountability
- Applying tools and techniques to sustain momentum
- Creating a personal action plan for workplace application

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in the group exercises.

Course completion will grant participants:

0.6 CEUs

Course Language:

- Training Material: English
- Facilitation: Bilingual

Prerequisites:

None