

# Change Management Workshop

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives.

This workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

## Workshop Objectives:

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the WIFM – the individual motivators for change
- Use needed components to develop a change management and communications plans, and to list implementation strategies
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project status meetings, celebrating a successful change implementation, and sharing the results and benefits
- Describe the four states of Appreciative Inquiry, its purposes, and sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Describe the importance of resiliency in the context of change, and employ strategies the change leader and individual change participant can use to foster resiliency
- Explain the importance of flexibility in the context of change, and demonstrate methods the change leader and individual change participant can use to promote flexibility



For more information or to reserve your spot in this workshop, please contact:

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## CLASS CONTENT

### **Module One: Getting Started**

Workshop Objectives

### **Module Two: Preparing for Change**

Defining Your Strategy

Building the Team

### **Module Three: Identifying the WIFM**

What's in it for Me?

Building Support

### **Module Four: Understanding Change**

Influences on Change

Common Reactions to Change

Tools to Help the Change Process

### **Module Five: Leading and Managing the Change**

Preparing and Planning

Delegating

Keep the Lines of Communication Open

Coping with Pushback

### **Module Six: Gaining Support**

Gathering Data

Addressing Concerns and Issues

Evaluating and Adapting

### **Module Seven: Making it All Worthwhile**

Leading Status Meetings

Celebrating Successes

Sharing the Results and Benefits

### **Module Eight: Using Appreciative Inquiry**

The Four Stages

The Purposes of Appreciative Inquiry

Examples and Case Studies

### **Module Nine: Bringing People to Your Side**

A Dash of Emotion

Plenty of Facts

### **Module Ten: Building Resiliency**

What is Resiliency?

Why is It Important?

Five Easy Steps for the Leader and the Individual

### **Module Eleven: Building Flexibility**

What is Flexibility?

Why is it Important?

Five Easy Steps for the Leader and the Individual

### **Module Twelve: Wrapping Up**

Words from the Wise