

Managing change

Objectives:

Apply what you learn during and beyond this workshop and you will be able to:

1. Identify who in your team will resist, and who will welcome change.
2. Show real empathy towards those who fear change, and lessen their anxiety.
3. Explain the advantages and disadvantages of change.
4. Plan changes in a way that clarifies positive outcomes sought, and anticipates problems.
5. Manage counselling in a way that supports an individual resolving issues for themselves.

During the workshop we will work on questions like this:

- Why do people resist change, and very specifically, why do those you manage do so?
- What can a manager do to counter this resistance? What will work best? What will be tough?
- What are the stages in managing change effectively? From which have you learned the most?
- What can be learned from organisations that have managed major changes in the past few years?
- Which organisations have got managing change wrong, and what can we learn from them?
- Why are people worried? What are they afraid of, and how can we reduce this anxiety?
- What is stress anyway, and how can an understanding of this help manage the change process?
- What are the 'golden rules' for managing change? Which of these do you recognise?
- How can conflict, both irrational and planned, be managed effectively?
- What is counselling, and can managers use this key skill to reduce the anxiety of change?
- What would you most like to discuss and work upon that will help you manage change?
- What do you feel needs to change, and what should stay as it is? Why?
- What lessons should be learned from past attempts at introducing change within this organisation?
- What are the skills of personal counselling, and what are the pitfalls for a manager?
- What proposals for change can you suggest, and to whom should these be made known?
- What personal experience of counselling have you had, and what did you learn from this?
- What have you changed, and how did you evaluate the outcomes and effects of this?
- If you were to give another manager advice on personal counselling, what would this be?
- How well planned and flexible are your ideas for change, and what problems do they anticipate?