

Change Management for Managers

Course Outline

1. Understanding the process for leading change
 - a. Group discussion of the changes underway in the organization
2. Uncovering the concepts of change management
 - a. Organization and change readiness assessments
3. A look at the best practices data
 - a. Research findings analysis and group presentations
4. The ADKAR Model
 - a. Personal ADKAR worksheet
5. Roles for leading change (communicator, advocate, coach, liaison, and resistance manager)
 - a. Discussion of the communications packet from the project team(s)
 - b. Individual analysis of employee data; development of group and individual coaching plans for managing change
6. Resistance management
 - a. Understanding resistance
7. 10-steps for managing resistance
 - a. Next steps and action plans