

Leading people through change

One or Two Days



This course helps team leaders and supervisors guide a team through change. The total course takes two days but a shortened version can be conducted in one day. We would tailor the program to meet your needs.

Becoming a respected leader

- What makes a supervisor or manager a true leader?
- 4 things leaders do to build their credibility in the eyes of the team
- How to gain respect from older or more experienced team members
- How do leaders respond in a crisis or times of major change?

What is a team?

- What turns a group of individuals into a true team?
- How to set SMART objectives for teams and individuals
- How to turn conflict within the group into a strength not a weakness
- What are the stages of team development?

What is your natural leadership style?

Participants complete a simple questionnaire to identify their own personality type

- What are Carl Jung's personality types?
- What is your personality type?
- How does your type help explain the way you approach with people and problems?
- What important things can you learn from people with different types?
- How is a person with your type likely to irritate people in the team?
- Practical ways to work with people who are very different to you
- How to identify the personality types of your team members (without a questionnaire)

How do people cope with change?

- Why change tends to be more continuous in the modern workplace
- Understanding and respecting the different pace at which people accept change
- How to keep control of your anxiety in an unpredictable work environment
- Making change work for you – turning perceived "danger" into possible "opportunities"



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Preparing for change

- Identifying the level of control you have over different aspects of the change
 1. Aspects we can't control
 2. Aspects we can influence and discuss with other
 3. Aspects we can control
- How to plan the appropriate response to the various aspects of the change

The phases of transition

- The four phases: Denial, Resistance, Exploration & Commitment
- How to recognise which stage you or your team is currently in
- Developing action plans for progressing positively through each phase

Establishing transition structures

- Setting up systems and processes to help people through the change
- What are the most effective channels for keeping people informed?

Facilitating conflict resolution in the team

Significant change will inevitably lead to conflict in the team. This session provides practical skills for facilitating group discussions or one-to-one meetings confidently and skilfully.

- The 5 strategies for resolving any conflict
- How to choose the right strategy at the right time
- The structure for facilitating meetings
 - Establish norms of behaviour for the meeting
 - Clarify people's underlying concerns or issues
 - Identify possible solutions
 - Agree workable outcomes
- How to protect the facilitation process without taking sides
- How to keep control of aggressive people
- How to get passive people to speak up

Managing stress

- The positive and negative forms of stress
- How does a supervisor identify stress in people
- 10 simple techniques for managing the stress caused by change



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