

Leading people through change

Two Days



Objective

This course helps team leaders and supervisors guide a team through change. Participants learn the psychology associated with major change at work and develop practical tools to help people manage the change constructively.

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”

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 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?
- Practical ways to work with people who are very different to you

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



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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?

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

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 4 step structure for facilitating meetings
- 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

- Understand the positive and negative forms of stress
- Simple techniques for managing the stress caused by change
- How to identify signs of stress in your team



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