

# Managing Change in Teams

Duration: 1 Day

The program is designed for leaders at all levels to understand the current changing climate in organisations and the Public Sector. It will assist leaders to facilitate their team members through change, embrace and view change in a positive way and prepare for the challenges that change brings about. It will also allow leaders to reflect on their personal approach to change and examine and develop their resilience within their leadership roles.

## Outcomes for Participants

- Have a greater understanding of current changes in the Public Sector environment
- Recognise reactions to change
- Implement effective strategies to transition change within teams
- Improve communication skills to better influence change
- Take specific steps in approaching change
- Develop skills and strategies to improve resilience leading to greater personal effectiveness
- Reflect on their own approach to change and resilience in a change environment.

## Topics Covered

- Session 1 – Change Model
  - Understanding Change
  - Definition of change and transition
  - William Bridges –Model of Change
  - Natural stages of change
- Session 2 – Managing and Leading Change
  - Leading others through change
  - Change communication fundamentals
  - Understanding your audience – Stakeholder Analysis
  - Developing a communication change strategy
  - Developing an action task list
  - Five keys steps implementing managing change
- Session 3 – Dealing with Emotions during Change
  - The Conscious Competence Ladder
  - Active Listening
  - Words, tone and body language
  - Leading change with emotional intelligence
  - Empathy statements
  - Use of cooperative language

