

## Managing Change

### INTRODUCTION

Designed for Managers who are working with staff through change, whether through the growth or decline of the Organisation. This programme reviews the issues that are pertinent in these cases and gives managers the tool to manage the transitions and take the team forward in a positive manner

### COURSE OBJECTIVES

*By the end of the course, delegates will have:*

- **Examined** the reasons for change and the effects it has on the organisations and the people who work in them
- **Discussed** and identified the ways in which people react to change and how to manage the process of transition in themselves and others
- **Practised** effective communication techniques including active listening and questioning
- **Discussed** and practised ways of utilising the power of the team
- **Examined** the role of the leader in managing staff through periods of transition
- **Practised** the key skills of giving feedback, counselling and influencing
- **Examined** techniques for increasing commitment in teams particularly during times of Change
- **Developed** an individual action for implementation in the workplace

**COURSE DURATION:** 2 Day Course

### COURSE CONTENTS

#### Why Change?

The reasons for change  
Understanding organisation change

#### Organisational Change

The reasons for change  
Understanding how people react to change

#### Dealing with the effects of Changes

Managing the pressure  
Strategies for managing stress

#### Managing Transitions

Management strategies for each stage  
Supporting the process of transition in others

#### The Power of Behaviour

Understanding how and why people behave the way they do  
Managing your own behaviour  
Influencing the Behaviour of others

#### Team Work

Increasing team involvement  
Team Work – Group exercise

#### Communication

Listening and Questioning  
Giving feedback  
Assertive Communication

#### Leading People through Transitions and Beyond

Situational Leadership  
The Manager as a Coach  
Counselling

#### Increasing Team Involvement

Empowering your Staff

**Develop a Personal Development Action Plans**

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