

CHANGE IN THE ORGANIZATION: THE MANAGER/LEADER ROLE

Behavioral Expectations:	Module Outline:
<ul style="list-style-type: none"> • Explain the manager/leader's role in change • Demonstrate how to communicate change positively • Recognize how to overcome resistance to change • Demonstrate how to initiate and implement change • List the six steps to successful change 	<p>Prerequisite: None Schedule: Half-day session</p> <p>This module will address the manager/leader role in initiating change at the associate level. The participant will learn how to carefully plan and initiate any important management changes, how to take a proactive rather than negative approach to ideas, and how to help their associates deal with change.</p> <p>Topics Covered:</p> <p>Your Role in Change</p> <ul style="list-style-type: none"> • Promote it • Reduce associate resistance • Convince peers to sell it <p>Six Steps to Successful Change</p> <ul style="list-style-type: none"> • Provide background information about the change • Indicate how change will affect associates • Discuss questions, concerns, or ideas about change • Agree on solutions, resources or support • Decide on actions to be taken and the follow-up date(s) • Summarize and express appreciation <p>How to Recognize Resistance</p> <ul style="list-style-type: none"> • Verbal--what you say and what others say • Non-Verbal—body language • Resistance through actions—what do you and others do to block change <p>Three Ways to Master Change</p> <ul style="list-style-type: none"> • Identify the benefits • Experiment with open thinking • Talk positively about change <p>Key Learning Points:</p> <ol style="list-style-type: none"> 1. The manager/leader role in change and how to effectively initiate change at the management level. 2. How to overcome resistance to change. 3. How to master change.