

## Training Objective

When major organizational change initiatives fail to deliver expected results, the usual scapegoats of a non-supportive culture, inadequate leadership, poor communication or inappropriate business strategies are identified as being “the” reason for the failure. But, in reality, these perspectives may be too simple and too narrow to fully explain change management.

The “best practice principles” of how to manage change are still evolving and are being codified through the past decades of unrelenting change.

As ongoing change becomes the new norm in all organizations, “best practice” organizations are identifying effective change management as a critical organizational capability that can set them apart as survivors, leaders and visionaries in this unprecedented and unfolding new economy.

Managing change is therefore a core leadership competency that will set apart the leaders of the past from the leaders of the future.

This seminar deals with change management from a practical, ‘hands-on’ perspective, capitalizing on best practices principles and learnings in change management

## Workshop Design

This is a participatory workshop. The potential list of topics is provided on the following pages – it is possible to select the modules that are most relevant to your needs. The course length could cover one or more days. A variety of learning techniques are used to keep the workshop interesting while maximizing the learning of participants:

- Overhead Presentations
- Group exercises, questionnaires
- Group discussions
- Small group interaction
- Skills practice

## Please Contact:

Sandra Weeks, Managing Director, HRP – Human Resources Partners Inc.  
[sweeks@hrpcanada.com](mailto:sweeks@hrpcanada.com)  
905-852-1141

## Workshop Overview

### **Part 1 – Setting the High Level Context for Change**

#### 1.1 External Forces Driving the Need for Change Management

- ✓ Overview
- ✓ Forces Driving the Need for Change
- ✓ Summary and Implications for Change Management

### **Part 2 – Change Management 101**

#### 1.2 Managing Change

- ✓ Overview
- ✓ What is Change Management
- ✓ General Assumptions Regarding Change Management
- ✓ Pitfalls with Change Management – Learnings from Failed Change Initiatives
- ✓ Managing Change at the Individual, Group and Organizational Levels
- ✓ Degree of Change – “Evolutionary vs. Revolutionary”
- ✓ Elements of Change
- ✓ Roles in the change process
- ✓ Stages of Change

### **Part 3 - Managing Resistance to Change**

- ✓ Overview
- ✓ How People Respond to change
- ✓ What is Resistance to Change?
- ✓ Reasons for Resistance to Change
- ✓ Managing resistance at the team and individual level

### **Part 4 - Steps in Managing a Change Initiative**

- ✓ Overview of the 10 steps to managing a major change initiative
- ✓ Detailed review of each of the 10 steps

### **Part 4 - Summary of Best Practices and Pitfalls to avoid**

- ✓ Best Practices in Managing Resistance
- ✓ Summary of Best Practices in Change Management