



Leading Through Change

(1 day Instructor – Led Course)

Course Overview

The CBP Business Improvement Series/Conflict Management course will increase your knowledge and ability to: Define what change looks like and feels like, identify the different reactions of change, and evaluate how the change will affect people in your organization. Recognize change resistance and explore various sources of resistance, and the eight mistakes organizations make during change. Able to explore evaluate and compare the various roles of team leaders, develop commitment strategies to change the design the elements of a change communication plan. Align systems and structures to the change identify the characteristics of bounce-back people and organizations.

Who Should Attend?

This course is recommended for human resources, business leaders, senior executives, managers, supervisors, and front-line workers

Prerequisites

This course is designed for the student who has little or no experience.

What you will receive

Students will receive an official course manual for post class reference and review.

Certification Preparation

This module prepares candidates to sit the Certified Business Professional exam **B12-203**

Course Outline: CBP™ Leading Through Change

Chapter One: Effects of Change

- Objectives
- Effects of change
- Pre-Program assessment
- Introduction
- What change looks like
- How change is interpreted
- Why change equals lost
- Learned helplessness versus learned optimism

Chapter Two: Change Responses

- Objectives
- The spectrum of change responses
- The grieving cycle
- How change responses manifest at work
- Change resistance
- Working with change resistance

Chapter Three: Leading The Change

- Objectives
- Introduction to leading change
- Eight reasons change efforts fail
- Creating a sense of urgency
- Leading versus managing change
- Inspiring a shared vision
- Exploiting early successes
- Roles of change leaders

Chapter Four: Anchoring Change

- Objectives
- Implicit contracts
- Case study
- Getting buy-in
- Change buy-in
- Anchoring to the past

Chapter Five: Communicating and Reinforcing The Change

- Objectives
- Two views of organizational change
- Rate of change
- Effective change communication
- The six phases of change communication
- Steps for communicating major change
- Cultural shift that is time critical

Chapter Six: Organizational Alignment

- Objectives
- System and structures
- Balancing security and significance

Chapter Seven: Change Resiliency

- Introduction to bounce back
- Defining bounce back
- Keys to resilience
- Endings
- Adaptive and transformational change
- Six components of bounce-back people
- Dealing with a customer or client
- Case studies