

Supporting Change

Course Summary

Supporting Change equips leaders with the tools to understand and interpret change in order to more successfully manage their teams through it. By working to support change while addressing the team's comfort level with it, leaders can more effectively facilitate acceptance of new ways of doing things.

By understanding change, leaders can more clearly communicate it to their team members. This clear communication reduces misunderstanding and anxiety. It also helps employees accept the change initiative more quickly, thereby minimizing lost productivity and decreased performance. Supporting Change teaches leaders how to effectively communicate change and gives them an understanding of the three phases of changes, strategies for supporting change with team members and the ways to deal with rumors of change.

Course Materials

Facilitator Guide

- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings