



I cannot say whether things will get better if we change.  
What I can say is they **must change** if they are to get better.

*George C. Lichtenberg*

### Overview:

The biggest challenge facing many businesses today is change. It will also be the biggest challenge next year - and the year after that. Change is constant – and we have to embrace it if we plan to keep ahead in business.

It's therefore vital for Leaders and Managers to understand how to engage their teams, leading them effectively into, and through change. When it comes to managing change there's no tidy little formula or process and leaders must consistently identify and resolve critical change issues, innovate the way they work and finding new and different ways to grow. It's a constant 'work-in-progress' that is incredibly exciting when you embrace it... and damaging when you don't.

Often, change is seen as the innovation of products and services, introducing different work processes, cost structures or communication protocols. The challenge with all of these is that they involve PEOPLE! And change is unlikely to succeed without employee engagement. Needless to say, the Leaders who take their people with them on the change journey have a good chance of nailing it. This program will share their skills and methods with you.

### Objectives:

On completion of this program, participants will be able to:

- Understand the compelling factors that initiate change
- Communicate changes in a compelling and engaging manner
- Use the Kotter 8 Stage Change Model to navigate change effectively
- Deal with resistance and complacency
- Create a communication matrix for a major change
- Manage a major change program
- Manage key stakeholder relationships
- Recognise and Develop Change Champions
- Leverage success to instigate further change



**Duration: 1 Day**

