

American Management Association's Leading Your Team Through Change

Learning Objectives

- Understand the Role of the Change Leader
- Focus on the People Side of Change Leadership
- Diagnose Readiness for Change Using the Change Curve
- Understand, Recognize and Mitigate Resistance
- Listen to Bring Anxieties and Concerns to the Surface
- Communicate to Address Both the Rational and the Emotional Needs of Your Team
- Inspire Your Team, Using The Results Matrix[®] to Plan Your Change Communication

Your Role as Change Leader

- Articulate the Critical Importance of the People Side of Change
- Understand the Importance of Exceptional Leadership in Successfully Leading Change
- Identify the Key Responsibilities of a Change Leader

Understand the Change Curve

- Describe the Four Phases of the Change Curve
- Determine Where You Are on the Change Curve, Regarding the Change You Are Leading
- Diagnose Your Team to Determine Their Phase on the Change Curve

Dealing with Resistance

- Recognize Resistance on Your Team
- Accept That Resistance Is Natural and to Be Expected
- Listen in Order to Mitigate Concerns, Anxiety, Worry, and Mindsets and Behaviors of Resistance

Communicating Change

- Plan a One-on-One or a Team Meeting to Communicate Change
- Employ Best Practice Communication Strategies to Help People Through the Change Curve
- Apply The Results Matrix[®] Communication Model