ADAPTING TO CHANGE

If people wince, stonewall, or rebel when a change in routine is mentioned, there is a solution. When employees can adapt quickly, the entire organization becomes faster, more flexible, and better able to answer the demands of an increasingly competitive marketplace.

This course develops the confidence and skills needed to face change and welcome it as an opportunity to grow and learn.

DO YOU FACE ANY OF THESE ISSUES?
• Do associates feel —blindsided— by change because they were not involved up front?
• Are they reluctant to change because they like things the way they are or fear that their skills won’t be as important after the change?
• Does productivity decrease when something changes at work?

PERFORMANCE OBJECTIVES
Helps associates:
• Experience change without a loss in productivity or performance.
• Take charge of change by learning to act on areas they can influence.
• Develop an action plan for adapting to and implementing change.
• Support, guide, and encourage others to adapt more effectively to change.

PRIMARY COMPETENCY DEVELOPED
• Adaptability

SECONDARY COMPETENCY DEVELOPED
• Initiating Action

COURSE OVERVIEW

• The Whirlwind of Change: A pace of change continuum and video help learners reflect on the amount and pace of change in their lifetimes. Various activities and tools have participants:
  ⇒ Build awareness of the number and impact of work-related and personal changes in their lives.
  ⇒ Examine their feelings and reactions to current workplace changes and how effectively they are adapting to them.
  ⇒ Complete the first portion of a Change Map, which helps them apply program techniques to a workplace change.
  ⇒ Learn the four phases of change.

• Getting from Here to There: Learners explore the phases of change and determine which they are currently experiencing. Video and discussion introduce TEST Drive Change, which is a model that uses specific techniques to help people adapt to change. In a series of activities, learners describe the value of each TEST component, effective uses of the techniques, and missed opportunities to use them. Change Maps help identify actions they can take within the TEST model, and learners discuss factors they can and cannot control or influence.

• Enjoying the Ride: Learners revisit each tool and share insights on how they will now view change. Optional activities include learners applying TEST techniques to case studies and helping others adapt by advising them on TEST techniques.

VIDEO SEGMENT SUMMARIES
• A series of rapid-fire images illustrate the increasing amount and pace of change in business, technology, and popular culture.
• Employees struggle to deal with a move to teams. One employee models TEST techniques through the four phases of change.
• Challenges of helping others adapt to change are presented.

COURSE DETAILS
• Target audience: All employees up to mid-level leaders.
• Course length: 4 hours, or 2 1/2 hours, Fast Track.
• Prerequisites: None.
• Series: Suitable for all environments.
• Group size: 10 to 20 people.
• Prework: No.

RELATED COURSES
• Leading Change (comparable course for leaders)
• Adaptive Leadership
• Influential Leadership

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