

Change Communication Lab: Executing Change

The preparation, designing and launching of the initial changes is complete. Now, the work of a leader has just begun!

The execution phase of change takes the most work and requires extensive, on-going communication.

Join us for this intensive, one day laboratory to develop the critical communication skills you need successfully execute change.

Leveraging our book *Perfect Phrases for Communicating Change (McGraw-Hill)*, leaders will learn what to say and how to say it in order to build employee commitment and enthusiasm to change

Whether you are leading the change of a new structure, new titles, new peers, new compensation, layoffs, new software project, new strategic direction or introducing yourself as a new leader, this program will give your practical tools to get the change started in the right direction.

Through this **highly interactive and hands on program**, leaders will learn to:

- Prevent change related performance problems
- Coach employees through the emotions of change
- Recognize 3 different types of resistance and how to address them appropriately
- Lead powerful, effective conversations with employees who are persistently resistant.
- Help their employees increase their flexibility and adaptability
- Assess and discuss skill gaps which may be triggered by the change
- Rally their team through 4 key conversations
- Keeping people motivated through the change using 8 approaches

In order to allow for the extensive practice and feedback of the laboratory format, participation is limited to 10 people.



Audience:

Leaders

Length:

1 day program

Format:

Lecturettes, Practice, Feedback

Modules:

Targeted Performance Communication



Activity: Hit the Target

Lecturette: Setting Short-Term, Measurable, Actions

Activity: Defending your Roles & Goals

Coaching Emotions

Lecturette: The 3 steps to Coaching Emotions

Activity: Emotional Charades



Handling Persistent Resistance

Lecturette:

- 3 Types of Resistance: Human, Business, Persistent
- Phrases and Methods for Handling Resistance

Activity: The Resistance Wall



Rallying the Team

Lecturette:

- 4 elements of High Performing Teams
- 8 ways to keep people motivated during change

Activity: Give me T.E.A.M!

Materials

Workbook; Leadership Essential Cards