

# MentorTraining

Corporate Computer and Soft Skills Training  
*Serving the Bay Area since 1987*

## **Change Management**

### **Course Description:**

In this half-day course, managers will learn how change can affect productivity and produce anxiety and resistance throughout a company. Change occurs in difficult, discrete events or in cumulative small ones; either way, it is a fact of life in today's organizations. Leading a team through change requires flexibility as well as the willingness to embrace change. In this course, managers will learn to manage their own change reactions, recognize others' reactions, and interact with their employees in ways that help them move through difficulties quickly.

**Course Length:** Three hours of instruction, typically 9-12 noon or 1-4 PM.

**Course Audience:** Anyone in management, or those who have supervisory responsibilities (or soon will).

### **Course Objectives:**

1. Participants will learn predictable stages that people go through in times of change.
2. Participants will come to understand their own reaction to change.
3. Participants will learn specific actions to help direct reports through times of change.

### **Course Outline:**

#### **Recognizing the Effects of Change**

Behaviours and Emotions  
Work-Flow and Organization Effects

#### **The Transition Curve: Reactions to Stages of Change**

Stages of Change  
What You May See and Hear in Each Stage

#### **Understanding Your Own Reactions to Change**

Change Assessment  
Your Personal Change Profile  
The "Zig-Zag" Effect  
The "Tarzan Swing"

#### **Action Steps for Managing Change—Your Own and Your Employees**

Learning From Successful Changes  
How to Help Others Through the Transition Curve

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## **Guiding and Leading Your Staff**

Looking at Your Team and Past and Anticipated Change

Mapping the New Management Skills and Behaviours You Need to Develop

### **Course Methodology:**

Facilitators use a variety of training methods for each workshop, including large group discussions, individual work and reflection, assessments, small group discussions and exercises, case studies and simulations for role-play. Videos that are applicable will form a part of some workshops.

Customization will be based on information provided by the human resource department or the individual department prior to the workshop. These will be interactive workshops with a 40/60 split between concept/theory and practical application of skills discussed. Class size should be kept under 25, so each participant will have the opportunity to gain techniques for the types of situations they deal with or expect to deal with.

### **About the Instructor:**

The instructor for this course has been a soft skills instructor and coach to Bay Area companies for 30 years. He is a master trainer, having delivered over 2000 training sessions and trained dozens of instructors in his career. He has authored a full series of managerial soft skills courses, and he specializes in communication and relationship topics.