

Change Management

- ▶ Managing processes of change
- ▶ Communicating change
- ▶ Individuals and change

Contact

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Managing processes of organisational change

How to effectively plan and implement change in an organisation?



Benefits to Participants:

- Familiarise yourself with the rules of implementing change (the process of merging structures, changing procedures and cultures in organisations).
- Learn to effectively plan and organise the process of implementation of organisational change.
- Discover tools that help motivate employees to change their scope and methods of work and enable them to efficiently perform in new conditions.
- Learn how to influence employees' attitudes to change (discouraging resistance and encouraging favourable attitudes).

Programme

Change – challenges for managers

- ▶ Change: revolution or evolution?
- ▶ In change management, what risks does the autonomy of goals of particular segments of the organisation and the lack of system thinking involve?
- ▶ Most frequent mistakes in the process of planning and implementing change. How to prevent them, in a nutshell.
- ▶ Organisational effectiveness in the process of change.

Process of implementing organisational change

- ▶ Logistics of the process of implementing change – what needs to be considered?
- ▶ Factors facilitating and impeding the implementation of organisational change in a team.
- ▶ What type of leadership style discourages employees from participating proactively in the process of organisational change?

Psychosocial barriers to implementing change

- ▶ Types of resistance against change and methods of overcoming employees' negative attitudes to change.
- ▶ Analysis of pressure groups in the course of implementing organisational change.
- ▶ Reducing tension and conflict in situations of change.

Motivating compliance with new rules and standards

- ▶ Methods of reinforcing attitudes that promote change.
- ▶ The leader's role in building a strong team focused on achieving strategic goals.
- ▶ Engaging others in change implementation, i.e., how to create an environment that enables employees to find motivation for active and creative work in the context of change?

Cultural change and its consequences for the effectiveness of implementing change

- ▶ Adopting organisational cultures – a trend or necessity?
- ▶ Map of organisational culture.
- ▶ Building an organisational culture that promotes change.



Communicating Change

How to manage information in the process of implementing change?



Benefits to Participants:

- Learn what media to use when communicating change to reporting teams.
- Familiarise yourself with useful arguments for explaining change and learn how to gain approval for the implemented solutions.
- Acquire the skill of answering difficult questions related to implemented change.
- Find out what tools are best for effectively communicating unpopular decisions that have to be implemented.
- Create an index of difficult questions regarding change and corresponding useful answers.

Programme

System of change communication – what does it mean in practice?

- ▶ Why should we speak about change with one voice? The necessary consistency of internal and external communication about organisational change
- ▶ When and how should employees be informed about organisational change?
- ▶ Communicating change at particular stages of change

Nature of information

- ▶ In a nutshell, a reliable form of information that enables us to build a persuasive message about change.
- ▶ Primacy, recency and halo effects as well as other rules in the world of information
- ▶ Thinking traps according to Daniel Kahneman. How to avoid them in effective communication of change?

Creating a communication strategy regarding change

- ▶ Does the text or what it implies matter? How to ensure the interpretation of information according to our intention?
- ▶ Strengthening the impact of arguments – practical methods. Using experts' quotes, comparisons and other useful tools.
- ▶ What decreases the credibility of information?
- ▶ Preparing arguments that explain the actual change.

Difficult questions about change. How to cope with difficult situations?

- ▶ Psychological mechanisms that make it difficult to accept change

Difficult interlocutor and difficult situations.

- ▶ What does it actually mean in communicating change?
- ▶ Rules of communicating difficult messages. Spence's effect and its significance for communicating information that is difficult to accept.
- ▶ Coping with interlocutors' negative response. What should be avoided to decrease tension?

Preparing models of communicating difficult decisions

- ▶ Effective information-sharing regarding unfavourable change to employees concerning their positions, (refusing promotion, withdrawing privileges, refusing a salary increase, demotion)
- ▶ Communicating change related to an employee's job description (assigning additional tasks, taking some existing tasks)
- ▶ Informing about termination of employment. How to help employees to accept failure?

Individuals and change

Influencing one's own attitude and one's reports' attitudes in the situation of change in the company



Benefits to Participants:

- Understanding behaviour in change.
- Discovering the reasons for lack of engagement in the process of change.
- Getting familiar with the methods of self-motivation to face new challenges related to change.
- Promoting innovative, change-oriented attitudes among Participants.

Programme

Change – trend or necessity?

- ▶ Why should we need change?
- ▶ New world of work. Trends in organisational change and reasons for such change
- ▶ Change dynamics. How to be flexible?

Attitudes to change

- ▶ Why are some people afraid of change?
- ▶ Change and emotions. Curve of emotional change in situations of change

Self-motivation as a key to creative thinking, overcoming difficulties at work and effective performance

- ▶ Ability to self-motivate to complex activities – sources of self-motivation
- ▶ Counteracting routine in work activities
- ▶ Practical methods of inciting individual creativeness

Change in the company... and what then?

- ▶ The challenge of leading a team in a situation of change
- ▶ The team leader's effectiveness and popularity in the process of change – can they be reconciled?
- ▶ What type of team can go through change more easily?
- ▶ Leading a team in the course of change

Creating innovative attitudes

- ▶ Supported creativeness – techniques of supporting team innovation
- ▶ How to prepare the ground for creative team thinking?
- ▶ Ad hoc actions – deploying psycho-social tools in situations when the team's energy level and motivation to creative thinking drop
- ▶ Rules facilitating creative thinking
- ▶ How to avoid the syndrome of group thinking?

REGISTRATIONS

This is a three-day training course covering the following themes:

- Managing processes of organisational change
- Communicating change
- Individuals and change



Price of a three-day training course: PLN 2850 net

REGISTRATIONS

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