

Managing and negotiating change

an idenk course



Overview

Do you ever:

- find yourself needing to make changes as a result of market conditions?
- need to integrate people and teams together following a merger or acquisition?
- wish that the behaviours and ways of working in the organisation were more positive and productive?
- look to roll out successful lessons from one part of the business to other areas?
- have to persuade colleagues to change the way they do things?
- wonder what the best way to intervene is when something isn't working?

Learning objectives

This course helps you:

- develop and implement a programme of change within a team or across the business
- improve your confidence in influencing and negotiating with others
- motivate others to take a positive approach to making change happen
- maintain or build the desired culture and ways of working
- deal with tricky issues around performance or behaviour
- help individual colleagues cope adapt to new roles and work situations
- evaluate and report on what the impact of changes have been on team or organisational performance.

Who is the course for?

The course is for anyone who needs to lead, design or deliver change within their team or organisation.

Content

- Change is going to come: what's the issue?
- What do the big brains have to say? Kotter, Beckhard, Heron and Cialdini
- Three ways to get things done: Hierarchy, Heterarchy and Responsible Autonomy
- Onto the front foot! 4 principles to keep it positive
- To be or not to be? why being 'present' is critical
- The Aretha Franklin guide to influencing: "Think" and "Respect"
- Who's the best person for the job? The 7Ds of delegation
- Simple lessons in simplicity: keeping it lean
- Don't pussyfoot and don't clobber: how to intervene when things go wrong
- Riding the learning cycle: think, plan, act, review

Style

The course is very interactive. There are opportunities to learn individually and with others. Much of the focus is on the practical situations that you find yourselves in at work.

Maximum number of delegates

10 people

Pre-work

A questionnaire is sent out before the course to understand the skills you have, the type of work you're involved with and what you hope to gain from the course.

Follow-up

You will be sent an email version of all the slides in the workpack and also any materials/outputs generated during the two-days. Idenk coaches are available to answer any follow-up questions by email or phone. A survey 8-10 weeks after the programme will get your feedback on how you've been able to put the learning into practice.