SUPPORTING CHANGE
VITAL LEADERSHIP

Change is an ever-present and important part of business today. Whether the change is to streamline the Company's structure and processes, meet financial goals, or expand business lines, organizations that fail to change find competing and surviving in today's marketplace increasingly difficult. Yet it can be difficult to keep employees focused on performance with all the distractions caused by change initiatives. Managers must effectively handle the emotions, fear and anxiety that accompany change and encourage their teams to support the company's new initiatives.

CHANGE BRINGS SUCCESS

No matter what the change — whether it's new procedures, corporate downsizing, or a merger or acquisition — humans are programmed to resist it. And yet, change is inevitable and necessary in business. The challenge for supervisors, team leaders and managers is to lead and guide their team members through change, encouraging employees to embrace change rather than resist it.

The Vital Learning Supporting Change™ program equips leaders with the tools to understand and interpret change in order to more successfully manage their teams through it. By working to support change while addressing the team's comfort level with it, leaders can more effectively facilitate acceptance of new ways of doing things.

By understanding change, leaders can more clearly communicate it to their team members. This clear communication reduces misunderstanding and anxiety. It also helps employees accept the change initiative more quickly, thereby minimizing lost productivity and decreased performance. Supporting Change teaches leaders how to effectively communicate change and gives them an understanding of the three phases of change, strategies for supporting change with team members and ways to deal with rumors of change.

Throughout the course, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.

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LEARNING

ESSENTIAL COURSE MATERIALS

Supporting Change is available in classroom, eLearning and blended formats to accommodate any organization or type of business. Each course includes the following course materials:

Facilitator Guide
- Provides complete instructions about how to conduct the course
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

Participant Workbook
- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying course skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the course's skill points

Video
- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings

BENEFITS OF SUPPORTING CHANGE

Organizations can offer the course in the format that works best for them — classroom, eLearning or blended.

Program is designed for six to 18 participants to complete in four hours.

Course participants receive hands-on experience practicing the program's skills and methods.

Participants gain an understanding of why change occurs, how people react to change, and how to support team members' struggles with change.

Participants learn how to involve team members in a change initiative by facilitating their understanding and ownership of the change and its benefits.

Participants learn to plan for individual or group follow-up sessions that support the change process and reinforce personal and organizational goals.

*Supporting Change and Memory Jogger Card™
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