

Engaging People with Change

Engaging people with change can be challenging. From the outset, there may be knee-jerk, negative responses to contend with. People may be uncomfortable with the unknown. They may feel as if they've been down this road before. They may struggle to see why anything needs to change at all.

Managers play a crucial role in addressing this; preparing teams for upcoming change and leading them through it. Clearly, they need to understand the rationale for change themselves but they then have to create a compelling, authentic narrative that helps others to make sense of the required change and to give it their full support.

Description

During this course, you'll learn how to help people to engage positively with change by understanding the bigger picture, how they fit into it and what it means for them. You'll be introduced to tools and techniques for translating high-level change messages into a compelling change narrative that's relevant to your team and that can build belief when and where it matters. The course also explores some of the blockers that may, initially at least, prevent you from doing this as comprehensively as you might like.

As you begin building and practising your own change narrative, you'll be encouraged to think about adapting this for various audiences while also considering how individuals might interpret the narrative differently. You'll also explore the value of empowering your team to see change as an opportunity for innovation and take ownership of change for themselves.

What does it involve?

This course features a 3 hour workshop which opens with an exploration of your own relationship with change and how this can manifest itself. Acknowledging how personal experience can colour your response to change, you'll have the opportunity to discuss those experiences, thinking about the role that your manager played and the effect this had.

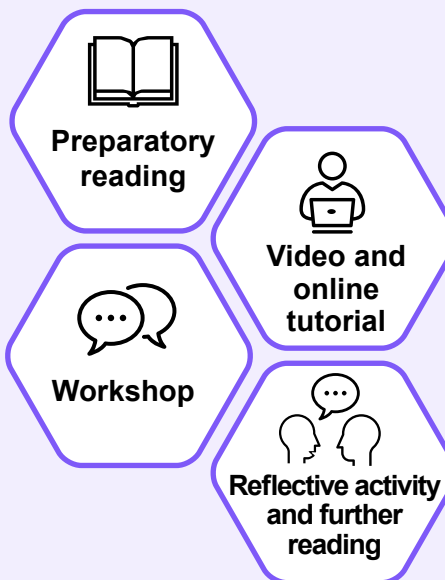
The importance of having the right mindset for leading people through times of change will be covered. There's also guidance on how to create a compelling change narrative and how to help colleagues make sense of, and believe in, the changes you're asking them to make. The workshop ends with the opportunity to practise delivering the real-life change narrative you've built up during the session.

What's the outcome?

After completing this course, you'll know how to lead people through periods of ambiguity and uncertainty. You'll understand the factors that can affect how they prepare for change and know how to keep them motivated and engaged. Equipped with a better appreciation of why change happens and what causes it, you'll understand the role that technology typically plays in change and how to encourage innovation to drive change.

As well as creating an environment where people feel safe to share and process their feelings and questions, you'll be able to communicate change with clarity and vision, helping to inspire changes in your colleagues' behaviour. Able to identify and manage potential future challenges, you'll also be confident in constructively challenging leaders on change when needed.

Learning activities



Delivery method:



Estimated learning time:

3 hours 40 minutes

How to book

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