

# Managing reactions to change

Whether it's sparked by departmental restructuring, regulatory changes or the deployment of new technology, change is a near-constant presence in today's workplace. Unfortunately, many employees are often left unsure as to why major organisational changes need to take place. This can make it challenging to secure their engagement or commitment. In fact, employees' resistance to change is one of the main reasons why so many change transformations fail.

Change is something that all of us will experience differently. For whatever reason, we may be convinced to be an advocate for a particular change, to resist it or to act with ambivalence. To deliver change successfully, it's therefore important that leaders can actively manage, understand and engage with all these potentially different reactions to change.

## Description

This course explores how you can help colleagues to understand that resistance to change is normal and that there are ways to help them manage their own emotions and reactions. It considers how certain reactions can become disruptive, if left unmanaged and how to respond to change in a way that helps everyone within a team to act positively and productively. It will show you how to help colleagues to see change as a positive step, rather than something that's disruptive and potentially threatening to their position.

## What does it involve?

This course begins with 4 pieces of preparatory activity, looking at the psychology of change. Importantly, it also provides the opportunity to explore how you typically react to change yourself.

The subsequent 3 hour workshop builds on this, considering how change triggers different reactions, meaning that what excites one person may feel like a threat to another.

The workshop goes on to look at the importance of how and when you communicate the fact that change is coming. This explores factors such as the questions that typically need answering, as well as the value of different communication channels and a consistent message. The activity rounds off with an opportunity to practise what you've learned in a hypothetical workplace scenario.

## What's the outcome?

By completing this course, you'll learn to recognise the most common reactions that people have to change and to consider how change makes them feel. You'll be able to help your colleagues look at change in a positive light by demonstrating how to do this yourself.

Knowing how much information to share (and when), you'll be able to respond appropriately to colleagues' questions about change. You'll be able to assess the usefulness of new technology in delivering transformational change and will be more comfortable when experimenting with your own work practices.

## Learning activities



## Delivery method:



## Estimated learning time:

4 hours (including 3 hour workshop)

## How to book

[learn.civilservice.gov.uk](https://learn.civilservice.gov.uk)

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