

How to Re-Build Trust and Credibility after Implementing Change



How people feel and act at work has a tremendous impact on the results that they are able to achieve. Leaders need to be able to vision and influence both the environment and the relationships that will provide their teams with the best chance of achieving stretching and challenging goals after they have experienced change. A leader's role requires the ability to inspire confidence and trust, handle challenging situations and manage expectations once a change has occurred. This workshop will enable you to:

- Anticipate the impact of change on the stakeholders – both internal and external
- Manage the change expectations of these stakeholders
- Link 'survivor syndrome' and potential performance dips
- Describe the key concepts of leadership behaviours to overcome performance dips
- Use your interpersonal skills to engage with others to continually achieve stretching results

Course Outline

- How to manage the final stage of the change curve - integration
- Recognising individual's needs during the integration stage
- Survivor syndrome and its impact on individuals and teams
- How to align the structural issues in team development that are the result of change
- De-motivation indicators – what do you see and hear
- Using positive emotions in communications to motivate others
- Using empathy to acknowledge other's feelings – individuals and groups
- How to communicate openly and honestly about the benefits of the change when others have experienced negative consequences
- Applying the appropriate leadership styles to handle different people's reactions to change
- The collaborative decision-making process as an employee engagement tool
- Understanding the key elements of respect and trust and how to rebuild them
- Communicating with words and actions to rebuild trust at an individual level and an organisational level
- Being aware of others' reactions to ambiguity and uncertainty and their impact on you and others including external stakeholders
- Listen to understand and handle resistance
- Action Planning

Duration

1 Day

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