

# Communicating Change Expectations



As a manager you will want to make a significant difference. Organisations stagnate if they do not change in response to changing marketplaces, new technologies, and changing student and workforce expectations. Managers must be flexible, agile, and adaptable in the face of change, manage others through it, and be champions of change themselves. Communicating change involves both skill and behaviours. As part of the pre-course work participants are asked to complete a psychometric questionnaire that will provide them with information about their preferences around: change, risk, perfection and time management. This workshop focuses on the challenges of managing communication in a changing world, exploring:

- The dynamics of change and reasons for resistance
- How to help individuals and teams succeed in the face of change
- Strategies for influencing others to support new initiatives
- How to be an *initiator* of change, rather than a *reactor*
- How to engage energy, motivation, and creativity from others

## Who Will Benefit?

Managers responsible for the performance of others in times of change

## Course Outline

- The organisational impact of change
- An overview of structural, behavioural and cultural change
- Stakeholder Analysis
- Understand your psychometric questionnaire results
- Understand the advantages and challenges of these results
- Personally understanding and adapting to change
- What every manager needs to know about their personal reactions to change
- Creating a vision for change
- Gaining commitment to change from others using powerful communication
- Communicating to those who are negative or resistant to change
- Managing individuals and teams through change
- Structured conversations and feedback as a powerful change tool
- Finding new solutions to old problems
- Anticipating and avoiding the land mines of change
- Developing and communication change proposals
- Action Planning

## Duration

1Day

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