

Thriving Through Change

Overview

Personal change is often challenging for people at work and in life in general. It can create fear, uncertainty, doubt and stress. But it can also create incredible opportunities for learning and growth.

Based on 20 years of research the e-learning module *Thriving Through Change* will help learners better understand how to adapt to change and how they can enhance their resilience during periods of intense transition.

Better understand your reactions to change
Become more resilient
Become more change-ready

By the end of this module learners will have:

- Understood the stages that people transition through during change
- Developed specific tactics they can use to manage their own reactions to change
- Understood the importance of enhancing their resilience and the 7 characteristics of resilient people
- Identified specific tactics which will enable them to become more resilient

Learning methods

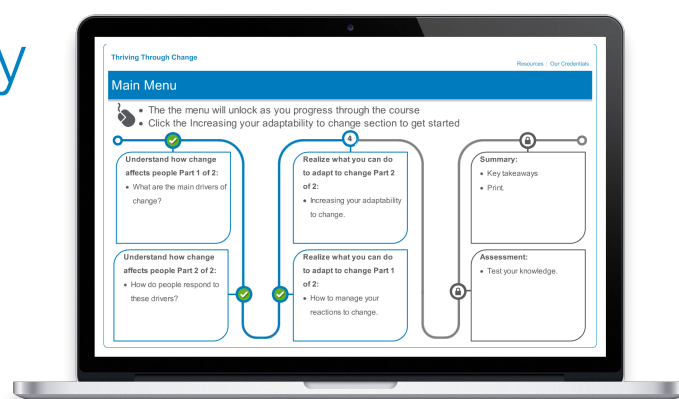
The module utilizes different learning methods to help the learners stay focused and engaged. Most importantly they apply the learning to their own current situation.

So the module:

- ✂ Utilizes two proven self-assessment tools to build insight
 - Personal Adaptability Inventory (PAI)** – This tool helps people understand their behavior choices so they can take steps and adjust that behavior to improve their effectiveness in a change situation
 - Risk Behaviour Assessment (RBA)** – A risk tracking tool that helps people understand their reactions to change
- 📖 Provides improvement tactics for development
- 🖨 Prints personal plan outcomes and assessments
- ✅ Checks learning through a short assessment
- ⌚ Takes up to one hour to complete

“People who actually become committed to a change rate their organizations far higher on helping them connect to the change & adapting to new ways of working.”

~ Changefirst Research Database



Sections	Content
Understanding how people react to change	<ul style="list-style-type: none"> • Understanding the main drivers of change • Recognizing the impact these drivers have on people's work and personal lives • Identifying the effect this has on people's feelings of control, certainty and ambiguity
Managing reactions during change	<ul style="list-style-type: none"> • Understanding people's reactions to change and the critical stages of transition • Using the RBA tool to self-identify learner's current reactions to change • Identifying tactics to help them manage their own reactions to change • Building a focused personal development plan
Increasing adaptability during change	<ul style="list-style-type: none"> • Learning the 7 characteristics of resilient people • Using the PAI tool to self-identify personal preferences • Identifying tactics to effectively utilize under-used characteristics • Building a focused personal development plan
Summary	<ul style="list-style-type: none"> • Collating the action plan – adjusting where necessary • Completing the end-of-module assessment

Delivering Organizational Change

Overview

The **pace of change** is increasing and organizations are struggling to keep up. The damage to leader credibility, employee engagement and business results can be significant.

The e-learning module *Delivering Organizational Change* introduces change management. It helps learners understand the concept of achieving successful project implementation through increasing and sustaining employee commitment using a series of practical steps.

Change is required for continued organizational SUCCESS

By the end of this module learners will have:

- Understood the need to build awareness, acceptance and ultimately commitment to change
- Developed a practical understanding of how they can personally change their behavior to support change and remain committed
- Understood the 6 practical steps needed to gain commitment and successful implementation
- Identified specific tactics which will enable people to not only become more committed to change but to sustain that commitment once change has been implemented

Learning methods

The module utilizes different learning methods to help the learners stay focused and engaged. Most importantly they apply the learning to their own current situation.

So the module:

- 📄 Provides improvement tactics for development
- 🖨️ Prints personal plan outcomes and assessments
- ✅ Checks learning through a short assessment
- 🕒 Takes up to one hour to complete

“Organizations that use a structured approach to organizational change management have reported a 650% ROI on that investment.”

~ Changefirst research with 2,000 Change Managers, 2011



Sections	Content
Change performance in organizations	<ul style="list-style-type: none"> • Understanding how the pace of change affects organizations • Understanding the concept of installation vs implementation • Identifying tactics to help people manage their levels of awareness, acceptance and commitment to change • Building a focused personal development plan
What is change management?	<ul style="list-style-type: none"> • Understanding how change management can provide practical steps to achieving commitment and ultimately successful project implementation • Identifying tactics to help people build commitment to change • Building a focused personal development plan
How does change management drive success	<ul style="list-style-type: none"> • Understanding how change management drives successful implementation • Identifying tactics to effectively sustain high levels of commitment to change in your organization • Building a focused personal development plan
Summary	<ul style="list-style-type: none"> • Collating the action plan – adjusting where necessary • Completing the end of module assessment

Exploring People-Centred Implementation (PCI®)

Overview

Consistent change tools, robust processes and high skills are crucial success factors for organizations when executing major strategic initiatives.

The e-learning module *Exploring People-Centred Implementation (PCI®)* familiarizes learners with the PCI methodology.

The **PCI methodology** gives you a **systematic process** to manage **change projects** within your organization

By the end of this module learners will have:

- Understood the need to implement a change management methodology within their organization
- Greater understanding of the PCI methodology demonstrated through a number of videos, slides and case studies
- Gained a deep understanding of the 6 Critical Success Factors (CSF's) which are integral to the PCI methodology
- Started to build an action plan for a real-life change project
- Identified specific tactics which will enable them to build a robust change implementation checklist

Learning methods

The module utilizes different learning methods to help the learners stay focused and engaged. Most importantly they apply the learning to their own current situation.

So the module:

- ✕ Provides mini-assessments throughout to test knowledge retention
- 📄 Provides improvement tactics for development
- 🖨️ Prints personal plan outcomes and assessments
- ✅ Checks learning through a short assessment
- 🕒 Takes up to one hour to complete

“PCI can support specific changes whilst building change capability. It integrates the people dimension of change with project disciplines, and this can all be done online via the application”

~ Changefirst



Sections	Content
Selecting a real-life change to apply to PCI	<ul style="list-style-type: none"> • Identifying a change project which would benefit from using the PCI methodology • Overview of <i>Delivering Organizational Change</i>
PCI overview	<ul style="list-style-type: none"> • Identifying tactics to help people build commitment to change
The 6 CSF's and practical steps to implement change	<ul style="list-style-type: none"> • Understanding each of the 6 CSF's in greater detail • Identifying risks in each of the 6 CSF's and applying practical steps to the change implementation checklist • Building a focused change implementation plan
Summary	<ul style="list-style-type: none"> • Collating the action plan – adjusting where necessary • Completing the end of module assessment

Leading My Team Through Change

Overview

Managers have a pivotal and difficult job during periods of major change. This impacts them personally and at the same time they have to deal with the reactions of their team.

This online course teaches managers how to lead change effectively in their teams.

For managers in organizations
tasked with leading change effectively
within their teams

By the end of this course learners will have:

- Developed their own leadership change skills
- Made an effective case for change that is relevant to their team
- Prepared to implement change effectively with their team
- Learned key tactics to prepare their team for change
- Prepared for and become ready to lead change conversations



Learning methods

The course utilizes different learning methods to help learners stay focused and engaged. Most importantly they apply the learning to their own current situation.

So the module:

✂ Utilizes two proven self-assessment tools to build insight:

Resistance Behavior Assessment (RBA) – This tool assesses potential and actual reasons for resistance in the team. It highlights areas where the team could adapt to change more effectively.

Sponsor Assessment (SA) – This tool identifies where managers can improve their capabilities as sponsors of change.

- 📍 Provides improvement tactics for development
- 🖨 Prints personal plan outcomes and assessments
- ✅ Checks learning through a short assessment
- 🕒 Takes up to one hour to complete

“Changefirst provided skills transfer so we could equip our managers with the capability to undertake change for themselves and with their teams.”

~ Change Director, Financial Services

Sections	Content
Why this is important to you	<ul style="list-style-type: none"> • Why effective change requires your support
Preparing yourself for change	<ul style="list-style-type: none"> • Understanding the case for change • Addressing your own concerns
Leading change effectively	<ul style="list-style-type: none"> • Characteristics of effective sponsors • Tactics to enhance sponsorship • Complete Sponsor Assessment (SA) to identify your strengths and areas for development
Planning implementation with your team	<ul style="list-style-type: none"> • Making an effective case for change • Role modeling behaviors • Identifying potential reasons for resistance using the Resistance Behavior Assessment (RBA)
Helping people adapt to change	<ul style="list-style-type: none"> • Recognizing peoples reactions to change • Hints and tips
Leading change conversations	<ul style="list-style-type: none"> • Process for strong conversations • Key skills for managers • Preparing a change conversation