Managing the challenges of change

"Everything changes and nothing stands still..." Heraclitus of Ephesus (535 BC – 475 BC)

Resistance to change in all aspects of our lives is often so widespread that it becomes almost cliché. The common automatic response for most people to the question "Do you like change?" is as direct as it is negative! Even the best intentions and engaging words of commitment often do not reflect the actions of resistance and even sabotage that follow change. The danger lurking for the leaders of change is what I call "weather vane improvisation". In other words, the lack of preparation invariably leads to improvised reactions where the desired direction gives way to impulsive reactions.

This often leads to a lot of confusion and frustration in a work environment. The "Managing the challenges of change" course offers both managers and employees who are leaders of change a variety of techniques and tips to identify the reasons for change, to communicate them appropriately and convincingly, to tell the difference between change and transition, adapt regularly to face the obstacles without ever losing sight of these reasons and anchor this change in the new vision and culture of the company.

Managing the challenges of change begins with knowing the cost of the status quo versus the cost of change!

How much does you status quo cost?

Course plan: Managing the challenges of change

Course Details:

- **Title of this activity:** Managing the challenges of change

- **Length:** 3.5 hours

- **Continuing Education Credits: 4**

- **Number of participants:** 15 to 25 preferably (Onsite)

- **Targeted clientele:** Managers and employees alike

- **Training material:** All of the participants will receive a training manual**.** The facilitator will use a Power Point presentation as a visual support.

- **Learning strategies:** This course is deployed as an interactive lecture, with several group discussions. The participative style of presentation is very important with these types of sessions in order to fully implicate all of the participants in the learning process.

Main objective:

Learn to use the techniques of 3 of the most popular change management models and adapt them to our situation in the insurance industry to minimize the negative impacts and facilitate the transition.

Specific objectives:

At the end of this session, the participant will be able to:

- Use 3 of the most popular change management models in modern businesses
- Make the difference between change and transition to use the benefits of change with conviction
- Guide the team through transition steps to minimize negative impacts
- Give yourself tips and techniques to create multiple, short-term victories
- Anticipate the reactions and obstacles to come and give yourself a plan to answer them

Requirements

This course is intended primarily for managers and change leaders in a property and casualty insurance office. The cost of mismanaging changes and transitions and affects all employees, regardless of the industry or the role. In other words, no special knowledge is required to attend this course.

Program

- ✓ **Chapter #1: Unfreeze, Change, Refreeze – Lewin's model**
  - ❑ Why is it so hard to change?
  - ❑ Routine versus Expertise
  - ❑ The key to your success when leading change
  - ❑ The ice cube principle
  - ❑ 2 essential questions before we begin
  - ❑ The 3 unavoidable phases of change:
    - ▪ Unfreeze (definition and actions)
    - ▪ Change (definition and actions)
    - ▪ Refreeze (definition and actions)
  - ❑ The benefits and limit of the Lewin model

- ✓ **Chapter #2: Transitions vs. Changes – Bridges' model**
  - ❑ What are the differences between change and transition?
  - ❑ The 3 steps of transition:
    - ▪ Step #1: Ending, loss and letting go
    - ▪ Step #2: The Neutral Zone
    - ▪ Step #3: The new start
  - ❑ How to help guide your teammates through each step
  - ❑ The benefits and limits of Bridges' model
  - ❑ Quiz: Are you resilient?
  - ❑ 14 signs of a resilient person

- ✓ **Chapter #3: Our iceberg is melting! Kotter's model**
  - ❑ Story: The penguins and their iceberg
  - ❑ The 8 steps of the Kotter model
    - ▪ Establishing a Sense of Urgency
    - ▪ Creating the Guiding Coalition
    - ▪ Developing a Vision and Strategy
    - ▪ Communicating the Change Vision
    - ▪ Empowering Employees for Broad-Based Action
    - ▪ Generating Short-Term Wins
    - ▪ Consolidating Gains and Producing More Change
    - ▪ Anchoring New Approaches in the Culture