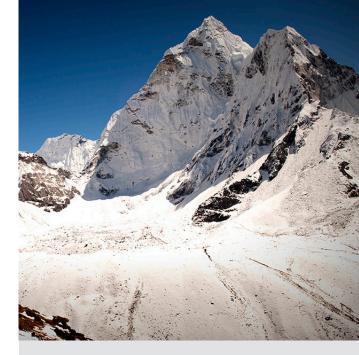
Change Engager - Staff

Learn the skills and tools to communicate and engage with staff during change to minimise resistance and accelerate transition and performance



OVERVIEW

Why you need this

Leaders are bombarded with change on a daily basis. Not only are they expected to embrace and adapt to the changes and reprioritise and re-plan their lives, they are also expected to engage their teams in the change process without missing a beat in terms of individual and team performance.

Change mostly evokes an emotional response and appears in various forms of resistance. Leaders need to be equipped with the mind-sets, tools and skills to engage with staff at an emotional level and coach them through fears and resistance to searching for the opportunities in change and being change champions.

TARGET AUDIENCE

Who needs to attend

This workshop is relevant to all levels of leadership. The workshop examples are adjusted to different levels of leaders and we suggest that participants of a similar level attend together.

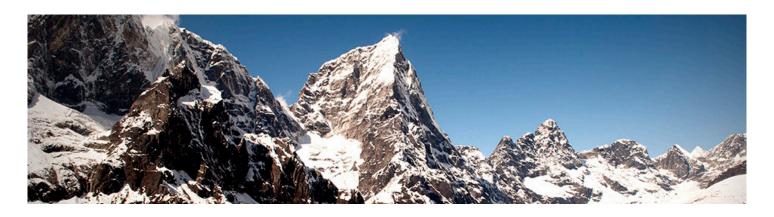
OUTCOMES

What you will get

The workshop is designed for delegates

- To understand the importance of communication and engagement with staff and what impacts our effectiveness during change processes
- To refresh communication skills for conversations with staff during change
- To build personal awareness of our communication style, triggers and blindspots
- To practice handling difficult situations using tools for planning and responding





OUTLINE

What you will learn

Module 01

Engagement

Engagement

- Organisation context and business case for staff engagement
- Intro to change and change framework
- Overview of engagement and communication
- Discussion on current reality
- Resistance and communication barriers

Communication

- Activity scenarios role play. Triads (manager, staff, observer) .
- Communication skills
- Communication assessment

Module 02

Personal Awareness

Personal Profiling

- Introduction to knowing vourself
- Activity Buddies stories of change
- · Victim to victor
- Personal response to change
- EQ vs derailers
- Coaching for change
- Personal profilingself assessment and discussion with buddy for different perspectives
- Profiling others activity to profile a staff member
- Coaching others through change. Skills practice (diads – manager, staff) on unpacking tool

Module 03

Difficult Conversations (one-on-one)

Difficult Conversations (one-on-one)

- Activity scenarios role play. Fish bowl example
- Overview of difficult conversations framework and 5 steps feedback tool.
- Preparation
- Skills practice (Triads manager, staff, observer).
- Debrief and summarise with insights and tips.

Module 04

Difficult Conversations (group)

Difficult Conversations (group)

- Activity role play facilitating a group communication session Overview of 5 step handling resistance tool
- Practice session on catch phrases.
- Preparation
- Skills practice (groups of 4) – role play group with difficult questions or comments
- Debrief and summarise with insights and tips.

APPROACH

How you will learn

Our workshops are customised to suit the specific needs of our clients. Our workshops are practical, relevant and highly interactive. We focus on sustainable change in mindset, skills and behaviours. There is a good blend of information sharing with personal reflection, assessments, practice sessions, case studies and identification of application opportunities back at work. Group learning and discussions are encouraged with feedback and coaching from the facilitators. Workbooks are provided with tools and activities for on-going learning.

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