

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 re-prioritise 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 blind-spots
- To practice handling difficult situations using tools for planning and responding

We are CATALYSTS in creating high performance, high engagement organisations through developing leaders, building capacity and leveraging talent



OUTLINE

What you will learn

Module 01 Engagement	Module 02 Personal Awareness	Module 03 Difficult Conversations (one-on-one)	Module 04 Difficult Conversations (group)
<p>Engagement</p> <ul style="list-style-type: none"> • 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 <p>Communication</p> <ul style="list-style-type: none"> • Activity – scenarios role play. Triads (manager, staff, observer) . • Communication skills • Communication assessment 	<p>Personal Profiling</p> <ul style="list-style-type: none"> • Introduction to knowing yourself • Activity - Buddies stories of change • Victim to victor • Personal response to change • EQ vs derailers • Coaching for change • Personal profiling- self 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 	<p>Difficult Conversations (one-on-one)</p> <ul style="list-style-type: none"> • 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. 	<p>Difficult Conversations (group)</p> <ul style="list-style-type: none"> • 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.

Catalyst Consulting (Pty) Ltd

Phone +27 11 465 6270
 Email info@catalystconsulting.co.za
 Web www.catalystconsulting.co.za

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