



**DIFFICULT PEOPLE
MADE EASY**

Change and Conflict - Keeping Things Positive

Course Outline



Is change causing problems in your team? It's time to sort things out.

Why do some people resist change? And why does conflict so often spark during times of change? Knowing the answers to these questions can help you keep change positive. By learning to handle conflict constructively, you can build support for change. Find out why people resist change – and how you can turn resistance into support. Master the art of framing a change message to increase buy-in. Then discover how to lead problem solving sessions which will boost support for change.

Why learn handle conflict during change?

Change at work can disrupt team dynamics and decrease personal motivation. So as a manager, you need to know how to make change a positive experience. Building your change management skills will help you:

- Prevent your change efforts being derailed by difficult people
- Stay in control during times of change
- Stop conflict building negative energy in your team
- Help your staff take a resilient and resourceful approach to change
- Avoid being seen as an ineffective change manager
- Stand out as leader who knows how to inspire and motivate a team

What will you learn in this course?

You'll come out of this session with practical tools for keeping teams positive during times of change. Discover why many people find change threatening. Hear what experts in change know about building resilience within your team. Learn how to:

- Recognise the early signs of resistance to change
- Handle objections to change professionally
- Use positive framing techniques to minimise negative reactions to change
- Manage needs and concerns relating to a change implementation
- Set boundaries around what can and cannot be negotiated about a change
- Facilitate problem solving sessions in order to increase support for change

The information covered in this course comes from the fields of applied psychology and change management. You'll cover models such as:

- Positive psychology
- Change management theory
- Verbal framing and reframing techniques
- Boundary setting
- Collaborative problem solving methods

How can put your learning to use?

The practical focus of this course means that you can use what you learn immediately. Mastering change management techniques can help you announce, plan and implement change successfully. Knowing how to handle the 'people side' of change will enable you to keep your team positive, motivated and supportive during change initiatives.

What topics will you cover?

Topic one: Why change and conflict go together

Around 30% of the population are mentally wired to embrace change. That leaves 70% of us inclined to avoid or resist new situations. Understanding this can help make the job of implementing change smoother. In this section of the course, you'll find out what prompts people to resist change - and what managers can do to minimise resistance.

Topic two: Influencing people to respond positively to change

Great change managers know how to influence thoughts, feelings and behaviours. Learn how to use collaborative language patterns to increase buy-in to change. Find out what to say when people object to change. And discover how to capitalise on the positivity of the change advocates within your team.

Topic three: How to word your change announcement

What you say when announcing change sets the 'frame' for your team's response. See how to create an inspiring, positive message about change. Master nine verbal framing patterns which will support your communication right throughout the change process.

Topic four: Managing needs and concerns

When change is announced, each individual thinks about how it will impact them. So you need to take personal reactions to change seriously. Talk through ways of getting staff to open up about their needs and concerns during change. Then see a change management expert demonstrating a 'needs mapping' conversation designed to build a resilient attitude to change.

Topic five: Negotiating change boundaries

When planning to implement change, you need your team's input. But there will be limits to what that input should cover. By communicating this fact up front, you will reduce the risk of your team thinking 'we were consulted and then ignored.' Learn how to set boundaries and limits when consulting your team about change.

Topic six: Solving problems collaboratively

Even the most thoroughly planned change plan will go through hiccups during the implementation phase. This is why you need your team to contain proactive and decisive problem solvers. Try out team problem solving tools which you can pass on to your staff. So they'll be ready to sort out problems and accelerate success during change implementation.

Who teaches this course?



Eleanor Shakiba is a leading people skills trainer, based in Sydney. She has helped thousands of professionals to use breakthrough thinking and communication tools. Eleanor has written over 90 training courses, 12 audio programs and 10 videos to help people excel at work. Each month, she publishes a new communication skills program on YouTube.

Eleanor is qualified in Social Anthropology, Adult Education, Applied Psychology, Neuro Linguistic Programming and Mediation. She writes and teaches in the areas of applied psychology, communication and conflict resolution. Her passion is helping professionals learn skills for success in the real world.

See Eleanor in action at <http://www.youtube.com/user/thinklearnsucceed>

How is the course delivered?

This is a highly interactive course, delivered over one day. Book it for your team if you need training that delivers practical skills in a dynamic format. The course covers the why, what and how of dealing with the tough side of change. You'll learn through a variety of methods including:

- Mini lectures
- Video presentations
- Question and answer sessions
- Demonstrations by the trainer
- Practical group activities
- Individual planning activities

What past participants say about this course

"Eleanor engaged with every member of the group for a fabulous day of training. Excellent linkage of theory and practice of change."

"An excellent, well presented and highly motivating presentation. One of the most exceptional PD days that I have been to in a long time. Could not have asked for more. Bloody excellent."

"Very helpful, particularly development of language based strategies and whole of team based approach."

Book Change and Conflict for delivery at YOUR workplace now.