



RESILIENT ME FACTSHEET

Managing in Times of Change

This workshop is designed to help managers to lead and inspire their teams whilst being mindful of the need to support any staff who are struggling to adapt during periods of change.

Description

It begins by looking at personal accountability and leadership giving managers a common language for success within their team and a toolkit to help themselves and their team move forwards with increased confidence.

We then look at how to manage transition (the emotional part of change) paying particular attention to supporting those who may be struggling to adapt. This leads on to a short section on using empathy and understanding their impact on those around them.

The workshop ends on a high note looking at the power of a positive mental attitude and motivational leadership. Finally, we look at top tips to help teams stay focussed as they adapt to change.

Content

Accountability

Delegates will be introduced to the 'Accountability Ladder' offering a common language of success and enabling them to see where they are sitting between a 'victim' and 'victor' mentality.

Objectives

- Understand the definition of personal accountability
- Understand the language of accountability
- Learn how to move up the ladder from 'victim' to 'victor' mentality
- Adopt a positive mindset and encourage personal leadership

Managing Change

Delegates will understand that facilitating the human side of change is an essential part of the contemporary manager's job and that a manager must recognise where they are on the change curve when change is imposed and know that they need to support their team through the journey.

Objectives

- Describe the difference between change and transition
- Describe ways of reacting to change
- Understand the four phases of the change curve and how to move forward along the curve
- Identify critical success factors for helping change to be accepted and implemented in the workplace

Continued overleaf



Empathy, Impact and PMA

Empathy is taking the perspective of another by seeing situations from their point of view. It is vastly more effective than sympathy and will make staff feel valued and heard. Every action we take has an impact on those around us and being self-aware can significantly strengthen management/ staff relationships whilst using the principles of 'positive mental attitude' can increase confidence and productivity.

Objectives

- Understand the difference between empathy and sympathy
- Understand how our behaviour has a direct impact on those around us
- Use PMA to increase confidence and productivity

Motivational Leadership

Delegates will assess and understand their own motivators but will also understand and remember that everybody is motivated by different things at different times. They will learn how to use Maslow's Hierarchy of Needs to help build increased awareness of how to build a motivational environment.

They will also understand the benefits of recognition and reward with regard to decreased staff turnover, higher employee productivity, increased employee engagement and improved customer satisfaction.

Objectives

- Understand personal motivators
- Learn to recognise and adapt to the motivation style of others
- Recognise the benefits of timely recognition and reward

Top Tips to Stay Focussed

From setting boundaries, compartmentalising and prioritising tasks to shifting expectations, this final section gives lots of tips on how to stay focussed through periods of change.

Results

Delegates will be able to:

- Master a common language for success and motivation within their team
- Develop a greater sense of self-awareness and understand how to use this on the job
- Be better equipped to manage, inspire and support their team through change and transition

