

Delivering change

90-minute webinar

Change is a given in any organisation today. You can choose to lead it, go along with it or ignore it – but the last of these options is not a route to success. The best approach is to be positive and proactive, whether that's in a context of organisation-wide strategic-level transformational change, or whether it's a question of making changes within the areas of the organisation that are within your direct control. This engaging and interactive workshop will take you on a journey exploring your role in driving and supporting change, the impact of change on the human brain, and the steps needed to bring about successful change.

Learning objectives

- Understand your role in change
- Be more aware of the need to challenge the status quo
- Know how to maximise the value and power of the 'aggregation of marginal gains'
- Be aware of the Kübler-Ross change curve and know how to handle your and others' emotions
- Recognise the power of managing your own emotional state and that of other stakeholders
- Boost your confidence in getting buy-in and commitment to your suggestions

Webinar overview

9.00 Welcome, agenda and introduction to change

What's the leader's role in change? Poll to build a list of responsibilities. How to manage change, whether it is from the top down or a change they want to bring about. Being able to manage change is essential for career success. Introduction and agenda.

9.10 The change curve

Introduction to the change curve. People can be in each phase for a moment, months or years – depending on the person, the amount of support they receive, and the size and impact of the change.

Group discussion: What typical behaviours and emotions do you see, hear and feel at each stage of the change curve personally and at work? What behaviours should leaders demonstrate at each stage?

9.35 Change in action

Practical case study discussion exploring a series of change scenarios. Participants discuss the scenarios in turn, with sharing on situations they've experienced or are working in. Recommendations are made by the facilitator. How to manage your emotions and state.

10.00 Empowering others

Getting buy-in to ideas from your teams by encouraging them to 'own' the change. Introduction to Kai-zen and the power of marginal gains. How to empower your team to achieve change objectives by making 1% improvements in their own areas. Challenging the status quo.

10.20 Action plans and next steps

Participants reflect on their next steps and how they will implement their learning in the workplace. Each person makes a commitment for what they will do differently in a group whiteboard which can be circulated to participants following the session as a reminder of their actions.

10.30 Close