

## Change management

90-minute webinar

To achieve continuing success, organisations need to change to keep ahead of the competition, take advantage of the rapid development of technology and meet customers' expectations. In an agile environment, change management is even more important because of its iterative nature, its impact on readiness and culture and the increased churn. Managers have an important role in initiating and implementing change, innovation and continuous improvement. This practical virtual session focuses on the strategy, implementation and process of change management, thinking about how it can be achieved effectively in an agile and changing environment.

### Learning objectives

- Understand the leader's role in change and how everyone can initiate change
- Know how to plan for change in a fluctuating or agile environment
- Be aware of the Kübler-Ross change curve and know how to handle their / others' emotions
- Acquire practical techniques for getting buy-in and dealing with resistance

### Webinar overview

#### 9.00 Welcome, agenda, overview

What are some of the challenges to change management in an agile environment? Group discussion. What are some of the positives? Poll activity to define benefits. Objectives, agenda.

#### 9.15 Understanding change

Discussion using audio/microphones to draw out the roles and responsibilities of leaders in change. How can these differ in different environments? For example, in a linear process it would require paperwork, standardisation and formalising of new ways of working, where this wouldn't be as possible in an agile environment. A guide for good leadership in different situations is drawn up using whiteboard.

#### 9.30 The Change Curve

Introduction or refresher on the Kubler-Ross change curve. Understanding the stages people go through. In an agile environment, disruption can happen much earlier than in a linear process so emotions and resistance may happen earlier in the process. The group brainstorm ways to plan for and counter this. How gaining buy-in can be important for reducing resistance.

#### 10.05 Emotions in change

Managing the emotions of others, and your own emotions. How to create feelings of empowerment in team members by giving them ownership over the change through 1% improvements. How to handle people who feel angry or demotivated or through periods of uncertainty. Scenario discussion using written 'chat'.

#### 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