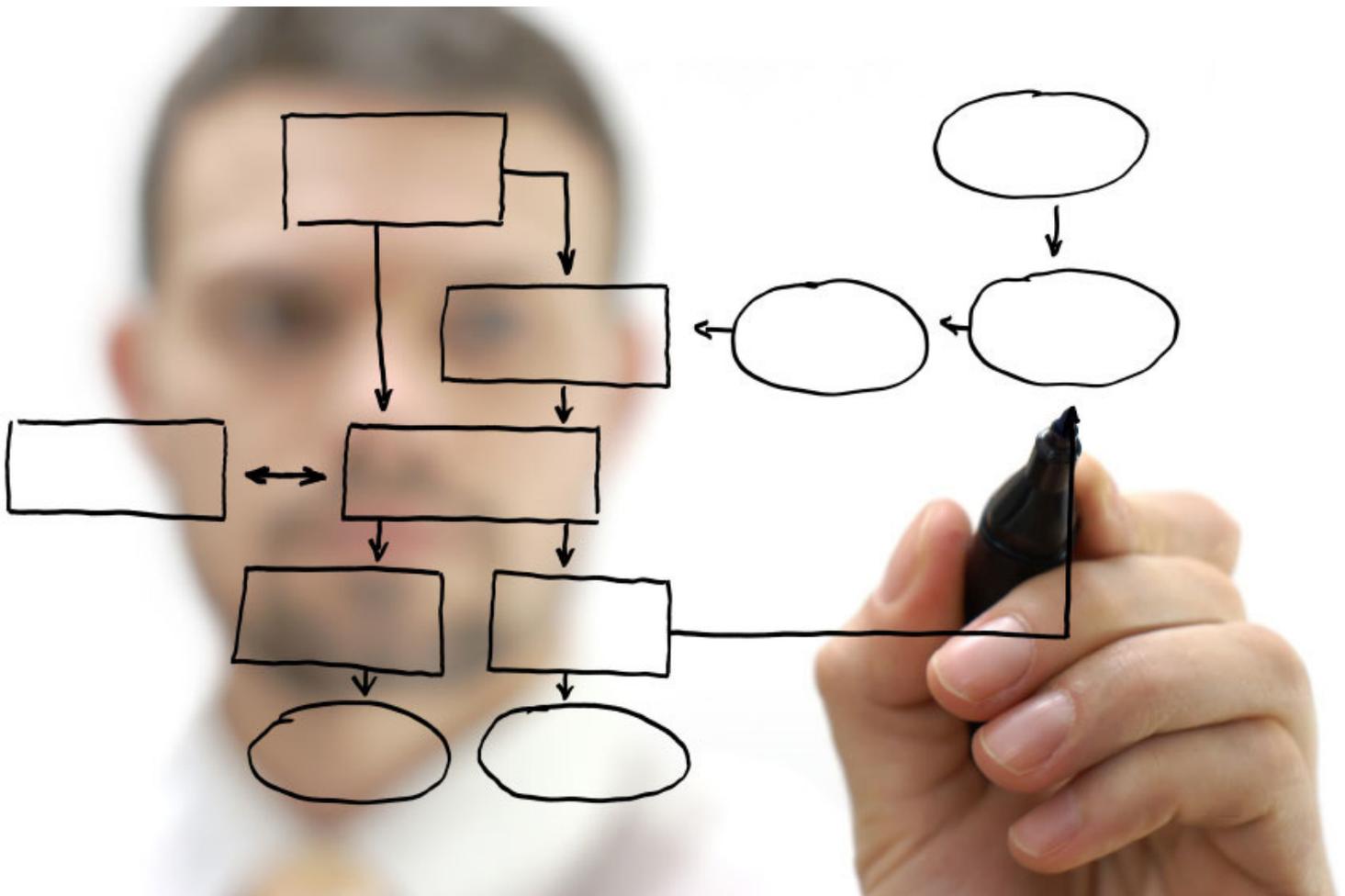


# LEADING & FACILITATING CHANGE WORKSHOP

(A 2-day hands-on workshop for practical change leaders)

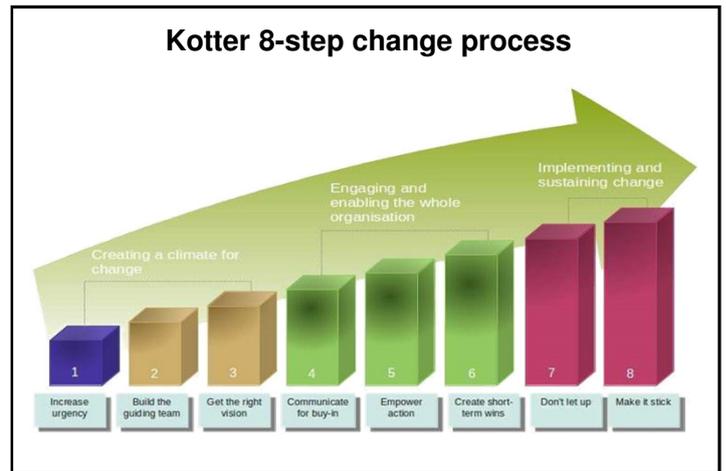


## INTRODUCTION

Change in organisation can be challenging, specially for those tasked or involved in the process of bring about that change. It becomes frustrating when employees seem to resist the change despite being told the change will make things better for them.

If you are involved in organisation change or simply want to be better prepared to lead change, this 2-day workshop is for you.

We have designed this workshop to be experiential, engaging, practical and fun. You will walk away from this workshop with practical change tools and techniques which will increase your success during the change process.



## TARGET PARTICIPANTS

Managers

## WORKSHOP SIZE

Up to 24 participants only

## WORKSHOP DURATION

2-day

## METHODOLOGY

Case study, experiential activities, group discussion, video, role play



Participants using LEGO as part of the learning process

## WORKSHOP OBJECTIVE

By the end of this workshop, learners will be able to:

- Gain a deeper appreciation the need for change in organisation
- Assess the organisation's readiness to assess the organisation's readiness for change
- Use Kotter 8-step change process
- Identify and manage stakeholders to gain support for change
- Anticipate potential challenges and barriers when driving change
- Use the roller coaster of emotion to understand and manage employees during the change process
- Communicate effectively throughout the change process
- Use the Behavioural Change Tool™ to create the desired change



## WORKSHOP OUTLINE

Module	Take Away
<p><b>1) The business of change</b></p> <ul style="list-style-type: none"> <li>▪ The rationale for change</li> <li>▪ Change at 'The Awesome Corporation'</li> <li>▪ Change drivers</li> </ul>	<p>Learners gain a deeper understanding of why change needs to be embraced. Through 'The Awesome Corporation' case study, learners identify gaps and critical success factor to enable change.</p>
<p><b>2) The change process</b></p> <ul style="list-style-type: none"> <li>▪ Change is a process, not an event</li> <li>▪ Kotter 8-step change process</li> </ul>	<p>Learners are introduced to John Kotter's 8-step change process. This provides them with a framework to enable change.</p>
<p><b>3) Barrier to organisational change</b></p> <ul style="list-style-type: none"> <li>▪ Resistance is personal</li> <li>▪ Manage fear to reduce success</li> </ul>	<p>Learners recognise that resistance is natural and become aware of the various barriers that exist during change.</p>
<p><b>4) The effective change leader</b></p> <ul style="list-style-type: none"> <li>▪ The 4 capabilities of an effective leader</li> <li>▪ Getting the organisation ready for change</li> <li>▪ Create your change vision</li> </ul>	<p>Based on MIT's leadership model, participants are exposed to the 4 capabilities of a leader and taught how to leverage these capabilities to gain trust and buy-in during the change process.</p>
<p><b>5) Engage the organisation</b></p> <ul style="list-style-type: none"> <li>▪ Get others involved</li> <li>▪ Impact of change</li> <li>▪ Working with stakeholders</li> <li>▪ Engagement tools</li> </ul>	<p>Participants are exposed to the various tools used to engage, manage and communicate to the employees during the change.</p>
<p><b>6) Managing challenging situation</b></p> <ul style="list-style-type: none"> <li>▪ The roller coaster of emotion</li> <li>▪ Listen empathetically</li> <li>▪ The change conversation</li> </ul>	<p>Participants learn to manage individual employees who face difficulty adapting to the change.</p>
<p><b>7) Establish a new way of working</b></p> <ul style="list-style-type: none"> <li>▪ Focus on culture</li> <li>▪ A structured approach to changing behaviour</li> </ul>	<p>Participants gain insights and a Behavioural Change Tool™ to shift their employees behaviour towards the new way of working.</p>

\* Content may be changed or adapted at our discretion with the purpose of enhancing the workshop's effectiveness.



## WHAT PEOPLE SAY ABOUT OUR WORK

“I would recommend People Performance to any organisation who wants to build a strong leadership culture and effective development programme.”

**HR Director, EVYAP Sabun Malaysia Sdn Bhd**

“It has encouraged me to think more strategically, how to stand up as a leader, how to create a safe environment and how important it is to relate with our team members.”

**Manager, Eco World Development Group Berhad**

“The workshop was well conducted. I like the role play, it felt real and relates to my work. He facilitates it very professionally”

**Manager, SP Services (Singapore)**

“Isaac was like a friend – he facilitated the two-day session in a very friendly and relaxed manner. My learning and take away from his session was very good largely due to his creative manner of facilitation – it was fun and not boring at all”

**HR Manager, Energizer Singapore**



## ABOUT US



People Performance is a people & organisation development company. We exist to support our client's growth by developing their talents to support the organisation's growth in a structured and evidence-based way.

Driven by our vision 'To be the trusted Organisation Development partner in shaping corporate community positively', we start the trust building process by listening to our clients first before crafting their solution. We work with our clients based on their current situation and provide practical solutions.

We make it our responsibility to provide timely insight and advice as they make their decisions and we will support their initiatives towards creating a positive corporate community.

We use a variety of interventions to **understand** our clients, **equip** their people and **measure** their success.

We specialise in 3 areas; CULTURE, LEADERSHIP & TEAM.

## OUR CONTACT

Website: [www.ppl-performance.com](http://www.ppl-performance.com)

E-mail: [enquiry@ppl-performance.com](mailto:enquiry@ppl-performance.com)

### MALAYSIA

**PPL Performance Sdn Bhd (976058K)**

Level 19 Menara Shell,  
Jalan Tun Sambathan, KL Sentral  
50470 Kuala Lumpur, MALAYSIA  
Tel: +6 03 2716 7218

### SINGAPORE

**People Performance Pte Ltd (201135241N)**

10 Anson Road, #26-04  
International Plaza, SINGAPORE (079903)  
Tel: +65 9186 5427

