Managing Change, Conflict & Communications: A Manager’s Tool Kit

Acquire the knowledge, skills and confidence to play an instrumental role in leading change.

Unique Program Benefits Include:

- Strengthen your capabilities to successfully manage conflict in the workplace.
- Return to work with action steps to realize immediate results you are targeting.
- Learn usable concepts and strategies to help you implement change projects.

Register for an Upcoming Session:
February 24 - 26, 2020
August 17 - 19, 2020

What Participants Say About SEEC Programs:

“I valued the combination of theory and hands-on application of the strategies provided to us.”
Jacqueline McAskill, Product Manager, LCBO

“The course is well-structured with enough material to provide in-depth knowledge, as well as methods to apply the material taught.”
Sharma Munish, Process Improvement Manager, Loblaws Companies Ltd.

“This course will truly help improve the way I manage my team in the future.”
Karen Leung, Operations Manager, Shoppers Drug Mart

“Great content - presented in an easy to understand format with enough challenges/activities to help really bring the message home.”
Ron Kornblum, Director, Walmart

Register Today / Complete Details
http://seec.online/12474
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For many organizations, change is unavoidable.

For whatever the reason – mergers, acquisitions, restructurings, technological advancements, the need for new growth opportunities – change is necessary. While some organizations are adept at planning the tactical components of change, many struggle with preparing people to support change and how to best sustain the change after implementation. Often underlying this struggle is an unstated belief that change happens in isolation.

This program will provide a holistic understanding of effectively leading change in an integrated manner. It carefully balances a review of change management theory with the practical application of putting theory into action, and offers participants a unique deep-dive into two critical success factors of any change management initiative: managing conflict and communications. Participants will leave with strategies, tools and tactics that can immediately be used in their workplace. They will have a broader appreciation of all facets of change, and the key role they can play in leading successful change programs.

Top Take-Aways

1. How an improved awareness of the stages of change is essential to delivering better outcomes
2. Why clarity and alignment of the future state is fundamental to successful change management programs
3. How understanding the readiness for change and stakeholder mapping is linked to higher change success rates
4. What your personal change-leadership style is and why it’s significant to a program’s success
5. How the type of change impacts the scope of programs and why that’s a game changer
6. Gain an in-depth understanding of change resistance, how it can derail your efforts, and strategies to overcome it
7. Become a powerful and impactful communicator that influences stakeholders, changes behaviours and cultivates employee support for change

Who Should Attend

• Change managers who are newer to role and are committed to success
• Change agents who need to understand core concepts in order to add value
• Senior leaders who want a deeper appreciation for the value a structured change plan can deliver
• Department heads (Directors and Senior Managers) responsible for overseeing change initiatives
• HR Business Partners and Managers/ Specialists
• Communications Managers/Specialists
• Project Managers / Operations Specialists
• Employees working in the area of transformation and strategic planning

Interactive Methodology

• Self-assessments
• Individual and group work
• Application to real-world workplace challenges
• Simulation exercise
• Case studies

Overview of Learning

Develop Your Capacity to Lead Change

• Why the scope and scale of change is important to effective change planning
• Prepare your organization with a readiness assessment and stakeholder mapping

Understand Your Change-Leadership Style

• Self-assessment to understand how you manage change
• Identify the types of resistance and learn specific strategies to manage them

Implement Change with Confidence

• Understand the role of sponsors, change agents, and other stakeholders
• Learn different types of training necessary to build the skills and knowledge required

Mastering Conflicts

• Learn the root causes of conflict that arise during change and resolution techniques
• Conflict management styles that highly effective managers use

Change Communications: The 5 W’s

• The interrelationship between effective leadership, communication and conflict
• Strategies and techniques for powerful, compelling and impactful communications

Measure What Matters

• Define success from the outset for buy in
• Understand the range of channels and tools to measure the impact and progress of change

Sustain the Change Post Roll-Out

• Learn the importance of sustaining the change and the strategies required
• Designing metrics for ongoing change measurement

Get the whole picture. Preview complete course content and instructor bio online.

Complete Details / Register Today

http://seec.online/12474
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