



▼SAY

Welcome to Managing People Through Change: Turbulent Times Call For Strong People Skills.

My name is [NAME], and I am [TITLE/ PROFESSION].

Course Introduction

This workshop is intended to be very interactive. We will be discussing a real life situation and drawing from the experience and knowledge of the people in this room

Course Logistics

Review logistics with participants including:

- *Anticipated timing of breaks and lunch*
- *Availability of refreshments*
- *Location of rest rooms*
- *Location of phones*
- *Any other relevant logistics*

Workshop Agenda

- **Welcome, introductions, learning objectives**
- **“What Would You Do?”**
- **Key ideas, tools, techniques, tips**
- **Discussion**
- **WAMM?**
 - Applying what you learn to your job/life
 - Your commitment and plan





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Timing for
Module :

4 Hours

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There will be five parts to our workshop. They are:

- *My welcome, introductions of each of us, workshop learning objectives,*
- *Introduction to the scenario or story and a discussion of “What Would You Do?”*
- *Presentation of key ideas, tool, techniques and tips for better time management,*
- *Discussion of your own change management challenges and possible solutions, and*
- *A section entitled “What About Monday Morning?” intended to provide you with an opportunity to think through how you can apply what you learned to your job and your life, as well as a commitment and plan for what you will commit to applying after you leave the workshop.*

Introductions/Objectives

- **Who am I? Who are you?**
- **Your objectives for this workshop**
- **Managing People Through Change Objectives**
 - The nature of workplace change and how most people react to it.
 - How to deal with resistance to change.
 - How to help people become more resilient and better able to cope with ongoing, continuous change.
- **Start planning now for WAMM**

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3



▼ FLIPCHART

Flipchart Instructions:

Introduce yourself and explain how you were chosen/volunteered to be the facilitator for this workshop.

Ask participants to introduce themselves.

▼ SAY

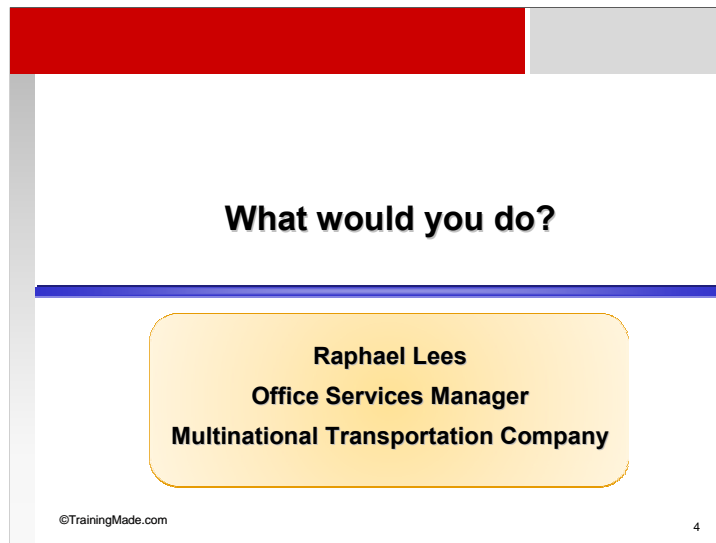
Please tell us the following?

- *Your name*
- *Your role in the organization*
- *Your expectation for this module/what do you hope to learn*

Be sure to document expectations for review at the end of the session.

Review the Module objectives on the slide.

Explain that WAMM means “What About Monday Morning?” It is our way of asking participants to begin thinking, at the beginning of the module and all the way through, what changes will they commit to making after the workshop ends so that the result of attending this session is some type of positive change in the way they think and behave. Explain that training without behavior change back on the job or at home is often just a fun time and an interesting way to spend several hours. This training is meant to be practiced and used back on the job and/or at home.



Ask participants to read the story about Raphael Lees, which can be found in the Facilitator Instruction document. Make sure you have printed enough copies for each participant.

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Please jot down three things that you would tell your employees if you were Raphael.

Ask one participant to read out his/her suggestions for Raphael; ask the group to comment upon these suggestions.

Ask another participant to read out his/her suggestions for Raphael and ask how similar or different the suggestions are to the first participant's answers.



▼ DISCUSSION

Discussion Instructions:

Allow the group to discuss the suggestions presented by these participants.

Ask for any other suggestions for Raphael from anyone.

****DELETE THIS SLIDE WHEN CREATING
OVERHEADS/ PROJECTION SLIDES AND
PARTICIPANT GUIDE****

This learning topic has additional facilitator notes which are captured on this page in notes view. When creating participant guide and projection slides please save facilitator guide as Participant guide and delete this slide before projecting slides and copying participant materials.

Sample suggestions might be:

- One of life's realities is change; nothing is constant but change.
- Companies have to change with the economy; in order to be competitive, and our company needs to reduce costs; if the company has to change we must change too.
- Remain positive and look at it as an opportunity to learn and change with the company; as long as we maintain a good attitude it may open new doors.
- He should empathize with his team; we are all in this together.
- Communicate his expectations; give timetable for change.
- If you hear rumors come to me and I'll try to get to the truth and get back to you.
- He should try to be as open as possible and not to tell too much to scare them.