

***„Management of change: a good strategy and co working with people – searching for order”***

***Course description:***

Management of change is the art of implementing something new, an ability to replace the existing system in which people function in a given organization, with another, new, course of action. Managing a change it is a situation in which we influence on the actions of people who are involved in a change in such a way that they abandon existing forms and they are able to adopt to their work in a new form. As in any field, where a man tries to act rationally, so in the project management there are some aspects that are crucial as: creating an aim, realizing what kind of aim is it, what we want to achieve, what kinds of things give us pleasure (and also what things make us unsatisfactory).

**The workshop we propose equips participants with the ability to prepare and carry out organizational change in a way that enables them to achieve assuming objectives.**

***Acquired skills:***

- Participant knows the factors causing a change
- Participant knows what the change is, and who the stakeholders of the change are
- Participant knows the phases of the change, understands what the attitudes are and what the strategies to influence the changing attitudes are
- Participant is able to determine the aim of the change precisely
- Participant is able to set an aim for the change in the form of SMART and then he knows how to use SMART objectives
- Participant is able to replace the aim with the structure: features - benefits for the stakeholder of change
- Participant in the course of carrying out the change is able to use the structure: aim-plan-negotiation-control and reaction to not achieving the aim
- Participant is able to manage a team where the change is being introduced

- Participant is able to communicate with all stakeholders
- Participant understands the interests connected with disputes, he does not avoid difficult issues, is assertive in his communication – he can communicate without arousing aggression and at the same time he is able to achieve his assuming objectives.
- Participant uses social influence during implementing the process of change. He can recognize the causes of resistance to change and uses appropriate techniques to remove them.

### *Training program:*

#### **1) What is a change, what is management of change**

External and internal factors that cause the change

Who are the stakeholders and what is the environment where the change occurs

#### **2) The aim of a change is the most important**

What types of objectives to prepare

How many objectives to prepare

Objectives in SMART form

Introducing to the aim of structure: features - benefits for stakeholders of change

#### **3) Phases of introducing the changes**

What is an attitude?

Strategies of attitudes change

Defrosting old attitudes

Change - towards new attitudes

Freezing new attitudes

#### **4) Management of change is an assertive communication**

Active listening

- Paraphrasing,
- Open questions,
- Classifying,
- Reflecting,

The message of type "I"

### 5) Management of change means influencing/impact

the influence based on reciprocity

the influence based on commitment and consistency

the influence based on social proof

the influence based on liking

the influence based on authority

the influence based on scarcity ( things are more attractive when their availability is limited or when we stand to lose the opportunity to acquire them on favorable terms)

#### *Methodology:*

During the training we use the following training methods:

- Power Point mini lecture
- team games and group exercises
- open discussion
- role plays
- working with the video camera and analysis of the obtained information
- mini training films

#### ***Organizational information:***

Number of training hours: 12 hours / 2days

Time of training 9:15-15:15

Place of training: Łódź, Piotrkowska 125 – KM Studio - trainings