

Managing Change

– Activity Summary –

1. **Devising a Strategy**

This module can be used to help a management team to devise a strategy for change when they know some of the parameters, but need to set them in a framework.

2. **Identifying Catalysts and Barriers**

This session should be used at the start of the change process. It ensures that there are real catalysts for change and that people in the organization share the same perceptions about the need for change.

3. **Being Responsive to Change**

This session helps people to think about the internal culture of their organization and how attitude within the organization affects its ability to respond to change. It is best undertaken early in the change process..

4. **Creating a Vision**

This activity is designed to provide a focus, identify goals and create a vision of change. It should be undertaken at the beginning of the change process.

5. **Creating a Mission Statement**

This activity is useful when the organization has been subject to evolutionary change so that people are now not really clear about what the organization is trying to achieve. It should be used early in the change process, before examining the values and carrying out a skills audit.

6. **Analyzing the Common Values, Characteristics, Behaviours and Things**

This session can be used once the vision and the mission have been worked out. It is designed to help an organization establish its identity in a period of change, when it has to challenge some of its past and take on new things for the future.

7. The Impact of Change

This session is useful when you need to examine the impact of change across the whole organization and to identify where to co-ordinate.

8. Introducing Change

This session can help senior management or departmental teams decide the way they should drive change forward.

9. Driving the Change Process

This session is very useful to identify people who will give the change process impetus and who will form the Change Management Team. The team should be focussed as early in the change process as possible.

10. Taking the Best from the Past

This session can be used with departmental/work groups to help them identify the key features for success in the future. It can also be used to help managers to recognize what their teams/staff need in the future.

11. Becoming Receptive to Change

This activity is useful for helping people to see how hard it is to change and how much we can change when we adopt a change mentality.

12. Skills, Attributes and Knowledge – Auditing Your Needs

This process can be used when there is a need for new or different skills, attributes and knowledge (SAKs) to help fulfill the organization's vision and mission.

13. Communicating During Change

This session helps to avoid the alienation that can occur if people are unaware of what is going on. It's helpful to get the process clearly established early in the change process.

14. Developing Your Feedback Skills – A 4-Level Model

This session is crucial at an early stage with any work group, management or quality team. It will give them a technique for ensuring that they understand each other and can appreciate each other's viewpoint during the change process.

15. Leading Change

This session can be used with all levels of management, across multi-disciplinary groups, and within department/work groups to clarify the role and characteristic behaviour of leaders of change.

16. Empowering People to Handle Change

This session can be used with all levels of staff who are expected to accept devolved responsibility. It can be used to create a culture where people become empowered. It can also be the basis for exploring what devolved responsibility will mean for the managers and those reporting to them.

17. Linking Control With Responsibility

This session can be used to help people find the most appropriate balance between control and responsibility.

18. Auditing Organizational Competencies

This module can be used at an organizational or departmental level to identify the competencies that contribute to success and that need to be increased and sustained by the change process.

19. Identifying Your Information Needs

This session can be used to help people focus on their internal and external organizational relationships and to question whether the communication processes are adequate to meet the changing needs.