



Title

HOW TO MANAGE ORGANIZATIONAL CHANGE

An Understanding through "Who Moved My Cheese"

Description & Objective

There are few guarantees in the workplace today, but change is one of them. "Just like it's always been" is quickly becoming a phrase of the past, often replaced by something such as, "We've streamlined the process." And so, kicking, screaming, and complaining, our workforce reluctantly adapts; only to find itself being faced with change once again. This program discusses the need for change, available change strategies, how to generate buy-in to those changes, and more using the world-renowned book "Who Moved My Cheese".

Content/Outline

1. Change: What It Is, Why We Do It, and Why Most People Don't Like It

Through examining classic change management models, this introductory discussion explores the external and internal forces that drive change in an organization, why it's critical to adapt and adopt implemented changes, and despite all of that, why most people still don't like change.

2. Who Moved My Cheese?: An Overview of Change

Through the perennial favourite change management video, "Who Moved My Cheese," the participants will watch a light-hearted story that illustrates how people typically react to change and why adapting to changes is important for their health and the longevity of an organization.

3. What's Going to Happen Next: The Six Phases of Accepting Change

The component looks at the steps most people go through when adopting change. From anticipation to acceptance, participants will learn what to expect when change is implemented.

4. How Do I (Oops, I Mean We) Tell (or Rather, Sell) Them?: Ways to Involve Stakeholders to Drive and Communicate Change

How change is communicated can often affect its acceptance. This portion of the training examines the pitfalls of communicating change and strategies for setting the stage for effective buy in.

5. If You Act It, You Become It: The Pygmalion Effect

Becoming a change driver often means acting like a change driver long before you are 100% certain of the outcome. This relates to change: how to take advantage of it personally and how to use it to influence the behaviours of others.

6. They're not Buying It: What to Do with Resistant Co-workers and Direct Reports

This final case-based module allows participants to practice giving feedback to those who are not adopting change, or worse still, are actively sabotaging its implementation.

