



# **Leading Change – First Level Managers**

Participant Workbook

**POWER**  
GENERATION



## Overview

This Workbook has been designed for you to record detailed notes throughout the Leading Change for First Level Managers program. Pages in this Workbook are directly aligned to program content and information.

## Agenda

Timing	Title
15 minutes	Overview
50 minutes	Defining change
10 minutes	Introduction to managing change
10 minutes	BREAK
25 minutes	Step 1: Define
35 minutes	Step 2: Plan / Step 3: Implement
10 minutes	BREAK
5 minutes	Step 4: Monitor and Assess
25 minutes	Step 5: Close-out
25 minutes	Bringing it all together



## Warm-up

What conclusions can we draw about what it takes for a change to be successful?

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What variables might predict whether a change will be successful or difficult?

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What can be said about the messaging, timing, opportunity for feedback and successful vs difficult change?

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## Defining Change

What are some examples of the types of change we're responsible for?

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## What is meant by Change?

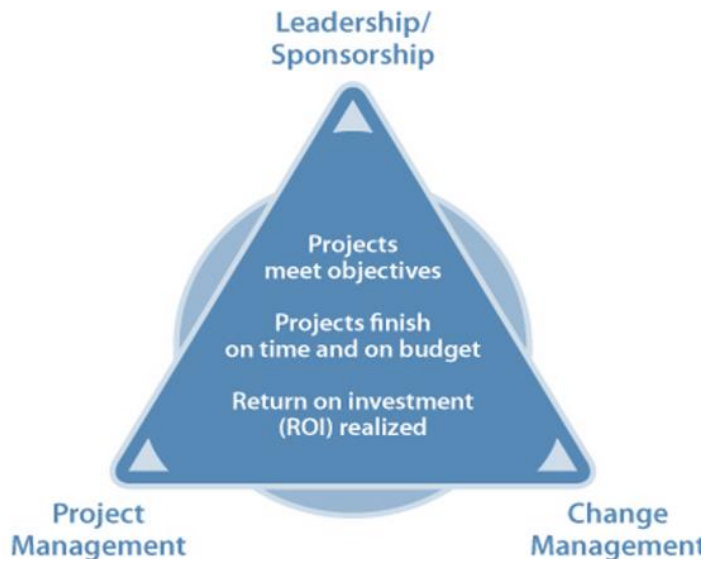
What Change Is:	What Change Isn't:
Regularly communicate and involve your staff with new changes.	Send one email.
Ensure team members understand the need for change, direction, and impact on them.	"Suck it up, Buttercup."
Make changes in operations when needed.	"Status quo is always best."
Handle challenges, risks and uncertainty.	Avoid tough conversations.

# Leading change



<b>Employees</b>	• Recognize and support change.
<b>First Level Managers</b>	• Communicate and support change within team.
<b>Middle Managers</b>	• Communicate change initiatives connecting to the bigger picture
<b>Senior Managers</b>	• Positively support and advocate for change within own function and at the enterprise level.
<b>Enterprise Leaders</b>	• Champion the implementation of new ideas.

## Project-Change Triangle Model



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### Notes

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## Why Change Management? Why now?

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Change comes in a wide variety of forms, with a full range of types and sizes.



As FLMs, you need to be able to identify the scope and scale of whatever the change is. You'll need to assess the level of business impact, who the stakeholders are and how best to plan and manage the change.

That begins with an appreciation for all the types of change you are responsible for leading others through



## What changes are we facing?

Based on how we've defined change types and scales of change – work with your group to flipchart a list of changes you're presently facing

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Why do people dislike change? What influences how people react to change?

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# What is Change Management?

Change management is a **structured approach** for ensuring that changes are **thoroughly and smoothly planned and implemented**, and that the **lasting benefits** of change **are achieved**.

## Change and resilience

Resilience refers to our ability to adjust to change. Resilience is a life skill that can help you navigate through difficult times. **Definition: Ability to recover and/or improve readily from adversity/change (physical and/or mental illness, personal or work stress, etc.)**

### Why is resilience important and how do we build a resilient team?

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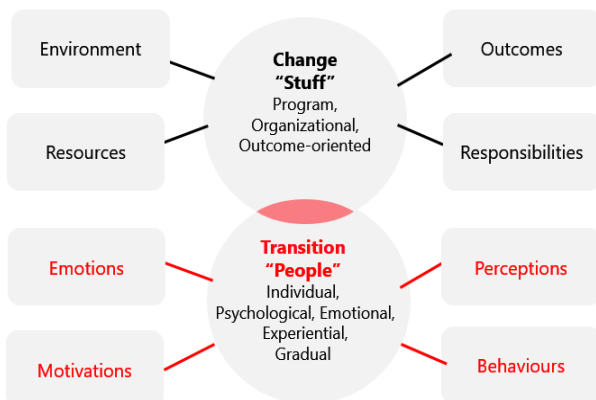
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## Change vs transition



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