

### DESCRIPTION:

This 4 hour, interactive workshop is targeted at anyone leading or participating in any kind of change. Whether it be an IT Infrastructure change, an operational structure change, the implementation of a new software, or a new way of doing business, this comprehensive course will provide you with a solid foundation for preparing your team to Build A Winning Change Strategy, so they can Drive Results. This recipe of theory and practical is set in an engaging environment to help the experience stick, immediately bringing value to the participant and their organization.

### TESTIMONIAL:

*I first met Rick about 5 years ago when I took one of his Change Management classes at the Command Conference. Immediately, I could see that the material he was teaching was the "it" factor in leading a team on a daily basis, as well as implementing any change within the organization..... He provided insight on what to expect in employee behavior, helped our leadership team set clear expectations for all our employees, created a clear follow-up plan for action after implementation and provided feedback on what we needed to do better in order to lead our employees through these changes.....Change and how a company manages it is one of the most important factors in order for a project to be successful.*

Colton Flint, Logistics and Customer Relations Manager

### TOPICS:

#### **Organizational Change**

- The Basic Model
- Reasons for Failure and the Requirements for Success
- Building an Effective Change Management Strategy

#### **The Human Side of Change**

- The Four Room Model
- Understanding and Honoring Resistance
- Helping People Learn 'What they don't know, they don't know.'

#### **Working to Change Minds**

- The 7 Levers
- The 6 laws of Influence
- The 20/60/20 rule and its Impact

