



Corporate Coach Group

Training that transforms



One Day Change Management Training Course



A training plan for your organisation

What is the purpose of the training?

The purpose of the training is to initiate a *process of rapid improvement* by means of achieving a *shared understanding* of the correct principles of Change management.

What is the reason for the training?

We need our people to be thinking about how they can develop their Change management skills so that they are able to get the best results from themselves and others.

As a result of the expected changes that are likely to take place in the coming weeks and months, there is currently a need to provide some good in-house training so that we will be better equipped to achieve our stated aims for this year and beyond.

How many people are doing the training?

Numbers of staff to be trained: To be confirmed.

When will the training take place?

TBC

When will the training take place?

TBC

Where is the training location?

In-house

What is the basic premise of the course?

Please read the following pages:

Change is inevitable

When you read or listen to the news, you will see that the future is uncertain and that Change is on the way: Political changes, Economic changes, Social changes.

These changes may affect you and your organisation. And their effects may be positive or negative. And whether the effects will be positive or negative will be partially due to how well your teams manage the change process.

Only if you manage the change well, will change feel progressive and beneficial. You will be able to make big improvements and thus secure your better future.

The purpose of this change management training course, is to show your teams how to effectively manage change.

On this course you will learn how to:

- ✓ Make Change a positive experience
- ✓ Take conscious control of the Change process
- ✓ Get the best results possible from the Changes
- ✓ Eliminate the bad feelings about the inevitable Changes
- ✓ Encourage a Positive, Adaptive Change Culture
- ✓ Transform "Change" into "Progressive Evolution"
- ✓ Inspire the team to see Change as a Challenge

Change Management – Morning

Here is the question with which we are concerning ourselves:

- Since change is inevitable; how can we make change a positive experience?

Change is inevitable

Change is being driven by the fact that the outside circumstances are always in a state of flux. Things keep changing. There are always economic, political, technological, social changes happening outside your organisation that require a response, inside your organisation.

In order to prosper, we must be progressive. We need to adapt, change, evolve and grow stronger.



How can we use change to our advantage?

We can use change to our advantage if we implement a structured, progressive and positive system of goal focused action, aimed at improving how we provide our products and services to our customers.

There are two kinds of change:

1. Change that is driven by yourself. You are acting on your own decisions.
2. Change that is not driven by yourself. You are acting according to unwanted outside circumstances.

Change that is not driven by yourself seems like Negative change

Negative change is when you feel you have lost the initiative: You are acting according to someone else's plan. Negative change is perceived as being imposed from the outside. Then, emotionally, people tend to react negatively. This "*enforced change*" is seen as a negative factor and generates feelings of anger, anxiety, fear and non-cooperation.

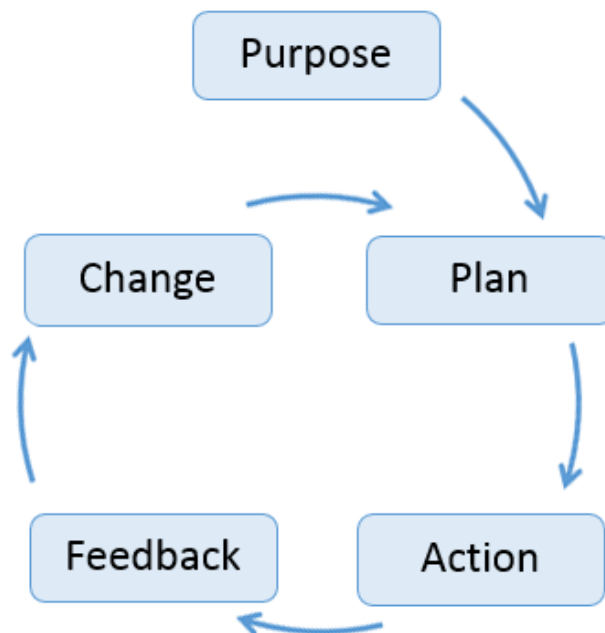
Change that is within your control seems like Positive change

When the change is coming from within; you are acting according to your own plan. Positive change is perceived as the process of improvement: It is being driven by your own decision. Then, people tend to react more positively. This "*self-motivated change*" is seen as a positive factor that generates feelings of enthusiasm, motivation, determination and energy. And a greater sense of cooperation.



Your goal as a change manager

Your goal as a change manager is to make external changes in circumstances, (what appears to be a negative factor), be the trigger for an internal, goal directed change in your internal organisation, (a positive factor.)



Change as part of a larger success formula

Change is not to be seen in isolation. We need to put the concept of "Change" in context. Change is part of a larger context - the five-part Success formula.

The five-part success formula may be summed up in five words:

Purpose – Plan – Action – Feedback - Change

1. Purpose – Is WHAT you want to achieve.
2. Plan – Is HOW you will achieve it.
3. Action – Is the Implementation of the plan.
4. Feedback – You need then to Check the results your actions are producing.
5. Change – Adaptions, alterations and adjustments to the current plan.
6. Repeat - Continue until the goal is achieved.

Part one 1 - State your purpose

Your purpose is to achieve goals you have set for yourself.

Write out your goals - your purpose. This represents an analysis of the direction of change required.

Eight Part SMART targets

1. What is the goal in general terms?
2. What is the goal in numerical terms?
3. What is the goal in specifically defined terms?
4. What are the measures you need to track.
5. What are the abilities you need to develop?
6. What are the resources you need to acquire?
7. What is the deadline for the goals achievement?
8. Is that deadline reasonable?

Part two - Planning

Change requires a detailed written plan.

Analysis is the act of breaking a large thing into its constituent parts. Analysis means breaking the big task into its constituent subtasks. Analysis of the steps that need to be taken and the resources required.

Organising: organising means working out the most effective logical sequence of tasks.

Mental Mapping Method

Mental Mapping is a method of representing information and ideas, in terms of their proper hierarchical nature. Mental Mapping is a great method for both analysis and organising the task. Practice using mapping technique to analyse, organise and plan.



Change Management – Afternoon

Part three: Emotional effects of change

The self-fulfilling prophecy.

The attitude to the situation will affect the situation.

- If the attitude is good, then the results will more likely be good.
- If the attitude is bad, then the results will more likely be bad.

The implementation of the plan requires the team to have a good attitude towards the change process.

What emotional factors cause people to fail to implement a change process?

- Fear that the change will result in a worse future.
- Anger, bitterness, and resentment at the need to change.
- Head-in-the-sand syndrome. Ignore it and hope it goes away.
- A desire to return to “the good old days” before the changes.
- “It’s not fair!” Non-cooperation.

Part 4 - Feedback

The change plan will not work straight away. There will be problems and setbacks.

Some things go well. Some things do not go well.

This blend of good and bad results is what we call, “Feedback results”.

Feedback is the results that your current actions are producing.

We need to measure the feedback results.

- The gathering of feedback results.
- What is going well? Positive feedback.
- What is not going well? Negative feedback.
- What (Who?) are you comparing yourself to?
- What are we going to do about it?

Part 5 - Change in the light of negative feedback

In relation to the negative feedback, what adjustments and adaptive changes do we need to make to the plan?

All improvement imply change

Two forms of adaptive change: Revolutionary change. Evolutionary change.

1. Evolutionary change. Take many, small, innocuous steps; incremental adjustments. Painless but slow.
2. Revolutionary change. Take one, big, courageous leap: incredible progress. It is painful, but sometimes necessary.
3. How to make revolutionary change look and feel like evolutionary change.

How should you implement this knowledge?

As a result of attending this course, what are your personal evolutionary changes that you will make to your performance

Final Summary of course.

Personal action planning.

Close

The method of training is as follows:

The training is to be:

- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

The training method follows this general pattern:

1. The trainer, gives a clear explanation of the point in question.
2. Then the trainer demonstrates the principle and gives specific examples.
3. Then, the delegates practice by doing an exercise with each other.
4. The delegates practice by doing an exercise with the trainer.
5. All points are supported with full written notes to take away.
6. Delegates are asked to write down an associated action, for each point made.
7. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).

What are the costs / investments?

In-house training course (UK)

Daily rate is £1,850 + VAT for up to 20 delegates.

Plus £80 for each additional delegate over 20.

B&B for trainer the night before the training (*Premier inn type: not the Hilton!*)

The training days are inclusive of:

- Full days training
- Full course notes
- Written action plan to take away
- Access to our post course portal
- Plus three months FREE telephone coaching to answer any on-going questions

Plus free telephone coaching!

To answer any on-going questions, you will also receive email and telephone support from your trainer after you have attended the course.

We suggest the following plan of action:

You please send to me:

1. Any amendments or changes you wish to make to the programme
2. Your thoughts
3. The plan of action

Thank you

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A word from our previous delegates...

"Thanks Chris, you changed my life!" Honestly, I thought I knew most of it already, but I've learned a lot more. The trainer's presentation: Very good, good communication (physical and verbal) and always looking at everyone which is important!

*Delegate: Samir Ammali
Company: United Print*

The course content was very comprehensive and covered relevant points. The trainer's presentation was interactive, informative and challenging.

*Delegate: W Graham
Company: Ikea*

The course I found very interesting, using models that I was not familiar with, different thought processes. The presentation was very professional, informative and interesting.

*Delegate: J Dickinson
Company: Riomay*

The course content was very useful, exactly what I was looking for. Encouraged thought and methods to take back to the work place. The trainer's presentation was very clear, Chris not only delivers the training but stands behind his methods and believes in the content.

*Delegate: T Stuchfiled
Company: Primecare UK*

The course content was excellent, thought provoking and inspiring. The presentation was clear, concise, professional and relative.

*Delegate: J Walker
Company: Telus*

The course content was very good, informative and positive. No "Dull Moments".
The trainer's presentation was good – Well presented.

*Delegate: S Bent
Company: B+V Water Treatment*

The course was excellent. Interesting, thought provoking, very useable. I have already put different aspects of the course into practice. The trainer's presentation was Excellent. Thoroughly enjoyed each session and would like to come back for a refresher course. Very motivating and a very inspiring person.

*Delegate: K Hogarty-Hingsto
Company: Hartpury College*

The course was very informative, with lots of thought provoking questions to think on after. The trainer's presentation was well produced and slick NO excess content.

*Delegate: B Pain-Tolin
Company: BTCV*

The course was very very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer's was very focused, kept the course moving, related well to the group. Created non-threatening environment.

*Delegate: M Ridout
Company: Sparsholt College Hampshire*

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

*Delegate: K Rhodes
Company: RAF Wittering*

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

*Delegate: N Yemm
Company: Hulley & Kirkwood Consulting Engineers*

The course content was great, really visual. The trainer's presentation had lots of great detail and stories to illustrate each point.

*Delegate: M Painter
Company: Lloyds Banking Group*

I really enjoyed the breadth of what was covered today. The trainer's presentation was very good and clear.

*Delegate: S Windridge
Company: Prudential UK*

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer's presentation was excellent, very clear and concise. Interesting and charismatic.

*Delegate: E Inegbu
Company: Prudential UK*

Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer's presentation was upbeat, positive and inspiring.

*Delegate: M Judson
Company: JSP Ltd*

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

*Delegate: J Gibson
Company: Fuji Film*

The course content was very detailed and interesting. The trainer's presentation was good, with time for re-caps and questions.

*Delegate: R Graham
Company: RAF Wittering*

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

*Delegate: S Chou
Company: JSPMLtd*

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

*Delegate: J Noble
Company: The Sittingbourne Community College*

For additional feedback, video testimonials and list of companies that have benefited from our training programmes please [follow this link](#)