

## Rapid Change in the Workplace and Tools to Adapt

Length: 2 Days

### COURSE CONTENT

#### UNDERSTANDING RAPID CHANGE

- Assess Your Reaction to Change
- Cope with Stress
- Cope with Fear

#### EMBRACE RAPID CHANGE

- Anticipate Change
- Identify Best Practices for Reframing Change
- Identify Best Practices for Embracing Change

#### FUNDAMENTALS - TOOLS

- Effective communication
- A recent change initiative
- Why change initiatives fail
- An illustration of success

#### WHAT IS A CRITICAL CONVERSATION?

- Define a critical conversation
- Understand why people are afraid to speak up

#### COMMUNICATION STYLE

- Identify your own communication style under stress
- Decrease vulnerabilities
- Enhance strengths

#### COMMUNICATING STRATEGICALLY

- Workplace Communication Skills
- Understanding the Influence of Strategic Thinking
- Communicating Effectively

#### DECIDING TO HAVE THE CONVERSATION

- Know what the possibilities are when faced with a critical conversation
- Understand your options

#### PREPARING AND MASTERING CRITICAL CONVERSATION

- Determine your desired outcomes
- Appreciate the profound power of a dialogue
- Getting into the right mindset to have the conversation without jumping to conclusions and making assumptions
- Speak persuasively, not abrasively
- Fix misunderstandings while maintaining respect

#### HOW TO TURN CRITICAL CONVERSATIONS INTO ACTION AND RESULTS

- Decision Making
- Improve Accountability
- Put decisions into actions

#### UNDERSTANDING

- First awareness for employees
- The framework for change
- Principles of motivation
- Your perspective

#### LEADING YOURSELF

- Second awareness for employees
  - Guiding yourself
- Authority vs. responsibility
- An initiative that did not work
- Self-Direction
- Essential building blocks
  - Collaborating
- Being a useful team contributor
- The art of listening

#### NEXT RIGHT STEPS

- Plan for tomorrow