

Supporting people and teams through change: approaches and tools



CC-9 3 Days (21 Hours)



Description

Facilitating relationships is essential in the context of reorganization operations. Successful change requires proper consideration of the human factor. So with analysis tools, methods and an approach to prepare for change, the leaders of a change operation in the company equip themselves with the means to succeed. This is the objective of this training in support and change management.

Who is this training for ?

For whom

Project manager, mission manager. Manager or department head faced with organizational change. Organizer and organizational manager. / Consultant.

Prerequisites

None.

Training objectives

- Understanding resistance to change
- Identify the categories of actors and their position in the face of change
- Anticipate risks and conflicts
- Dealing with crisis situations caused by change
- Prepare the plan to drive change

Training program

Je décrypte les mécanismes de changement

- The 3 phases of transformation.
- The different types of resistance to change.
- The modes of expression of resistance to change.
- The triggers linked to paradigm shifts.
- The specificities of supporting teams in change.

Je conduis le diagnostic humain d'un projet de changement

- Define the scope and objectives of the project.
- List the significant facts of change with their associated objectives and their anchor points.
- Carry out the mapping of the actors concerned by the change.
- Identify their operating methods during the change.
- Determine the overall strategy: implementation and deployment.

J'utilise à bon escient la communication

- Use the different registers of communication.
- Clarify the needs to be taken into account in a communication device.
- Organize the communication plan.
- Integrate the impact of corporate culture on the mode of communication.

Je mesure le degré d'acceptabilité du changement dans l'entreprise

- Measure the acceptability of change in the company.
- Deduce the needs of company members in the face of change.
- Define the range of tools to be implemented based on acceptability.

J'anticipe les conflits et les risques liés au changement

- Recognize the warning signs of conflict.
- Identify the nature of conflicts and their sources.
- Understand the mechanisms of stress in order to take action.
- Managers: adopt the right posture and limit the effects of stress.

Je mets en place de nouveaux systèmes de pilotage et de reconnaissance

- Define performance indicators linked to objectives.
- Build a dashboard to effectively manage the approach.

Certification

- Assessment of skills to be certified via an online questionnaire integrating scenarios (40 minutes).
- To find out more about remote activities A video will not work not!'
- Three training modules: 'Obtain the support of your interlocutors'; 'Manage objections "Level 2'; 'Manage objections "Level 3'.