

Soft-Train



*At Soft-Train
Technology Works*

How to Lead for Change (2 Days) ST00030

COURSE GOAL: To help students analyze proposed changes and determine the best solution to implement changes in the organization.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Analyze Change Requests
- Evaluating Current Processes and effectively Compare with Proposed Changes
- Effectively utilize different networks to achieve results
- Smoothly implement Changes without causing major disruptions

KEY TOPICS:

I. The Power to Change Anything

- A. The Serenity Trap
- B. Choosing influence
- C. We're Better at Coping Than At Exerting Influence
- D. The Wisdom to Make A Difference

II. You Are an Influencer

- A. Meet James
- B. Amazing Cases
- C. Study with The Best Scholars
- D. What This Means To You

III. Find the Vital Behaviors

- A. The King's Birthday Present
- B. Search for Behaviors
- C. Search for Vital Behaviors
- D. Study The Best
- E. Meet Ethna Reid
- F. Study Positive Deviance
- G. Search for Recovery Behaviors
- H. Test Your Results

IV. Change the Way You Change Minds

- A. Learning From Phobics
- B. Honest Snakes are Our Friends
- C. What Do We Learn From This
- D. Create Profound Vicarious Experiences
- E. Use Stories to Help Change Minds
- F. Understanding
- G. Believing

- H. Motivating
- I. Make Stories Work For You
- J. Become a Master Storyteller
- K. Tell the Whole Story
- L. Provide Hope
- M. Combine Stories and Experiences
- N. Meet Josie King
- O. Changing Minds Worldwide

V. Make Change Inevitable

- A. Master Six Sources of Influence
- B. Personal Motivation
- C. Personal Ability
- D. Social Motivation
- E. Structural Motivation
- F. Structural Ability
- G. Make Use of All Six Sources

VI. Make the Undesirable Desirable

- A. Tuesday Afternoon
- B. Make Pain Pleasure
- C. Create New Experiences
- D. Get People to Try It
- E. Make It A Game
- F. Create New Motives
- G. Connect to A Persons Sense of Self
- H. Engage in Moral Thinking
- I. Connect Behavior to Moral Values
- J. Spotlight Human Consequences
- K. Win Hearts by Honoring Choice

VII. Surpass Your Limits

- A. There's Hope For Everyone
- B. Much of Will is Skill

- C. Much of Prowess is Practice
- D. Perfect Complex Skills
- E. Demand Fully Attention for Brief Intervals
- F. Provide Immediate Feedback Against a Clear Standard
- G. Break Mystery Into Mini Goals
- H. Prepare for Setbacks; Build In Resilience
- I. Build Emotional Skills
- J. Kick Start Our Brain

VIII. Harness Peer Pressure

- A. The Power
- B. The Power of One
- C. The Power of the Right One
- D. Enlist Social Support
- E. Become an Opinion Leader Yourself
- F. The Power of Everyone

IX. Find Strength in Numbers

- A. Lessons from a Nobel Laureate
- B. Enlist the Power of Social Capital
- C. When and How to Invest in Social Capital
- D. When Others Are Part of the Problem
- E. When You Can't Succeed on Your Own

X. Design Rewards and Demand Accountability

- A. Choose Extrinsic Rewards Third
- B. Use Incentives Wisely
- C. If You're Doing it Right, Less Is More
- D. Reward Vital Behavior, Not Just Results
- E. Reward Right Results and Right Behaviors

- F. Reward Vital Behaviors
Alone
- G. Watch for Diverse
Incentives
- H. Punishment Sends a
Message, and So Does Its
Absence

XI. Change the Environment

- A. Fish Discover Water Last
- B. Learn to Notice
- C. Make the Invisible
Visible
- D. Mind the Data Stream
- E. Space: The Final Frontier
- F. Make it Easy
- G. Make it Unavoidable

XII. Become an Influencer

- A. Find Vital Behaviors
- B. Add a Source
- C. Diagnose Before Your
Prescribe
- D. Add More Sources
- E. If One Source Doesn't
Work, Try More Sources
- F. Make Change Inevitable
- G. Putting It All Together
- H. Search for Vital
Behaviors