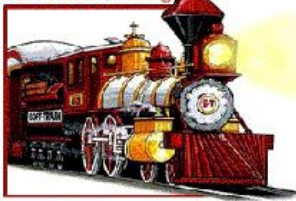


Soft-Train



*At Soft-Train
Technology Works*

Change Management (2 Days) ST00042

COURSE GOAL: To teach the student the skills necessary to serve as a positive agent for change in the Organization's structural alignment, climate or operational process.

PREREQUISITES: None

LEARNING OBJECTIVES:

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

- Be able to advocate and influence the adoption of new ideas.
- Encourage others to implement new methods, services, and products.
- Guide an organization through the Change process

KEY TOPICS:

I. The Drivers of Change

- A. The Drivers for Change
- B. Marketplace Requirements
- C. Business Imperatives
- D. Organizational Imperatives
- E. Cultural Imperatives
- F. Leader and Employee Behavior
- G. Leader and Employee Mindset

II. Three Types of Organizational Change

- A. Developmental Change
- B. Transitional Change
- C. Strategies for Managing Transitional Change
- D. Transformational Change
- E. The Transformation Process
- F. Leading and Correcting Course
- G. Human Dynamics in Transformation

III. Two Leadership Approaches to Transformation

- A. Two Approaches to Transformation
- B. Conscious vs Unconscious
- C. The Witness and the Autopilot
- D. Build Change Leadership Competency
- E. Wake-Up Calls for Transformation
- F. The Reactive Approach

- G. Impact on Employee Morale
- H. Most Common Mistakes
- I. The Conscious Approach
- J. Twenty-One Dimensions of Conscious Transformation
- K. The Levels
- L. The Domains
- M. Marketplace Dynamics

IV. The Role and Impact of Mindset

- A. What is Mindset?
- B. Way of Being
- C. The Impact of Mindset on Perception
- D. The Impact of Mindset on State of Being
- E. The Fundamental Law of Success
- F. Self Mastery
- G. Awareness: The Foundation of Self Mastery
- H. From Victim to Full Contributor
- I. Walking the Talk of Change
- J. Culture and Mindset

V. Fundamental Assumptions About Reality

- A. Our Assumptions about Assumptions
- B. Take This to Heart
- C. The Source of Your Fundamental Assumptions About Reality
- D. A New Set of Assumptions About Reality
- E. The Great Chain of Being
- F. Four Cornerstones of the Industrial Mindset
- G. Four Cornerstones of the Emerging Mindset
- H. Comparing the Two Mindsets
- I. The Ten Principles of Conscious Transformation

- J. Applying These Principles

VI. Conscious Process Thinking

- A. Differentiating Among Uses of the Word “Process”
- B. Our Definition of Process
- C. The Different Levels of Process
- D. Three Thinking Orientations
- E. Tools of Thinking Orientation
- F. The Impact of Change Leadership Styles on Process Design and Facilitation
- G. Three Change Leadership Styles

VII. Change Process Models

- A. Change Process Methodologies
- B. Change Frameworks vs. Change Process Models
- C. The Change Process Model as a Thinking Discipline
- D. Transformation as a Fullstream Process
- E. The Nine-Phase Change Process Model
- F. There is No Cookbook for Transformation
- G. Comparing Your Experience with Other Change Models

VIII. Developing Conscious Change Leaders

- A. The Evolution of the Leader’s Role
- B. Differentiation of the Roles of Manager and Leader
- C. Along Comes Change Management
- D. The Role of the Change Leader
- E. Arenas for Development

F. A Curriculum for
Developing Conscious
Change Leaders

G. Design Principles

H. Framework for a Change
Leadership Development
Curriculum