

LEADERS@CHANGE

Workshop Learning & Application Outcomes

SECTION	OUTCOME
Leading Change	
Organizations Don't Change, People Do	<ul style="list-style-type: none"> • Understand and avoid the common reasons why change initiatives fail. • Focus on how each member of your team might react to change and apply the four typical responses to change. • TEAM TOOL: Use the "For and Against" team tool to understand who on your team is working for, and against, the change and decide on what steps to take.
See • Do • Get	<ul style="list-style-type: none"> • Learn about a model for understanding what drives behavior and results and integrate "seeing" into your decisions about what to work on and what results you and your team will pursue.
Your Roles as a Manager and Leader	<ul style="list-style-type: none"> • Understand the traditional approaches to change management and their weaknesses. • Clarify your own critical role as a manager in the change and the approach the workshop will take to help you "meet them where they are."
The Change Model	
Change Model Overview	<ul style="list-style-type: none"> • Understand a simple, powerful model for predicting, diagnosing and improving you and your team's results from change.
The Zone of Status Quo	<ul style="list-style-type: none"> • Walk through the Zone of Status Quo, including how to know you are there, diagnosing problems in this zone and how to best prepare for changes. • Predicting: Learn how to analyze signals that change may be coming, or what change may be needed. • Preparing: Understand how to get ready for change by improving your team's readiness and brainstorming potential consequences.. • TEAM TOOL: Use the "Knowing What's Coming" tool to investigate changes that may be coming and what those changes could mean for you or your team.

SECTION

OUTCOME

The Zone of Disruption

- Walk through the Zone of Disruption, including how to know you are there, diagnosing problems in this zone and how to quickly move through it.
- Understand how to move past the Point of Decision and what specific steps to take to help a team member.
- Break the Barriers: Become aware of what stands between your team and the change you are pursuing, and discuss how to overcome those barriers.
- TEAM TOOL: Use the “Hurdles, Quicksand, and Brick Walls” tool to identify what obstacles are in your path, which ones you can eliminate, move past, or avoid, and which ones you can’t.

The Zone of Adoption

- Walk through the Zone of Adoption, including how to know you are there, diagnosing problems in this zone and how to quickly move through it.
- Adjusting: Identify the new ground rules the change created and set new goals to adjust.
- Prioritize: Understand that all change adds to your workload and make decisions about what new things to start doing, what to continue doing and what to stop doing in order to succeed at the change.
- TEAM TOOL: Use the “Kill it or Keep it” tool to identify what actions, procedures or behaviors are no longer needed and which ones remain important.

The Zone of Innovation

- Walk through the Zone of Innovation, including how to know you are there, diagnosing problems in this zone and how to make the most of it.
- Discover the common obstacles to the Zone of Innovation and evaluate which of those obstacles might be present for your team.
- Imagine it, Plan it, Do it: Explore what an ideal outcome from the change would look like and capture all the elements that you can realistically see coming from the change, then make a plan of attack.
- TEAM TOOL: Use the “Scorecard” tool to decide what the elements of success are for your team and how you will measure them.

Make Change Worth It

- Understand the real cost of change and that “getting back to normal” is often a losing scenario.
- TEAM TOOL: Use “Calculating the Cost” to determine what the costs of changing will be and calculate the potential R.O.I. (Return on Investment) for your change.

Using the Change Model With Your Team

- Understand how to use the Change Model to diagnose where an individual is on the curve and how to help based on where they are.
- TEAM TOOL: Use the “Change Model” to plot where each member of your team might be and what specific actions you can take to help them move forward.

For more information about FranklinCovey’s *Managing Millennials*, contact your client partner or call 1-888-705-1776.