

Facilitating Change[®]

by Interaction Associates

BECOMING AN EFFECTIVE CHANGE AGENT



Powerful strategies to overcome resistance and get results.

In today's challenging business environment, change is the norm rather than the exception. Companies must shift and adapt constantly, both externally and internally, to succeed. Organizations that are able to move quickly and change direction — without excess turmoil — have a natural advantage.

Overcoming resistance to change is a function of building agreement around a projected outcome. Interaction Associates has helped hundreds of organizations overcome hurdles, build consensus, and take action to support change and transition efforts.

The combined wisdom of 35 years of extensive research and consulting practice on collaboration has been distilled into a highly engaging three-day workshop, **Facilitating Change™**.

By combining the concepts of change management with the principles of collaboration, Facilitating Change™ provides the keys to a powerful process for designing, managing, and implementing a complex change effort.

WHO SHOULD ATTEND

Anyone responsible for designing and facilitating change efforts will benefit from this workshop. Participants may include:

- Change agents
- Group managers
- Process improvement professionals
- Internal consultants
- IT professionals
- Team or project leaders
- HR consultants

BENEFITS FOR PARTICIPANTS

Attending this three-day clinic can prevent months spent dealing with project delays or retooling efforts after a change initiative derails.

The workshop teaches participants to leverage the skills and commitment of everyone involved, whether the challenge is redesigning a business process, introducing a new technology, or reorganizing a business unit.

Benefits for the Organization

Participants will gain the skills to help their organizations implement real-life change efforts immediately. They will be able to explore alternatives more effectively and make better decisions, faster.

As trained collaborative change agents, they will help to reduce the cycle time for internal change efforts and ensure that implementations happen more smoothly and with less resistance and greater success.

Participants will gain important insights into how values and behaviors influence effectiveness and will learn how to coach others in positioning and planning the change effort. They will learn to:

- Make a compelling business case to generate support
- Help your organization's leaders communicate a positive vision
- Design a comprehensive Involvement Map™
- Establish specific criteria for success
- Facilitate key agreement-building meetings
- Transform conflict into an opportunity for learning

HOW PARTICIPANTS LEARN

The workshop combines theory with interactive exercises and a generous amount of practice, focusing on real-life problems so that learning is immediately transferable back on the job. Self-assessment, group practice sessions, exploratory discussions, and feedback from workshop leaders and participants all work together to provide a varied and engaging learning experience.

Interaction Associates, Inc. is a 40-year-old leader in learning and performance improvement. We help clients build the needed collaborative capability to produce extraordinary results, improve critical business processes, and create and maintain trusting and productive work relationships. More information about Interaction Associates is available on the company's website at www.interactionassociates.com.

SAMPLE AGENDA

DAY ONE	DAY TWO	DAY THREE
<ul style="list-style-type: none">• Workshop Overview• Building a Business Case for Change• Key Frameworks for Collaborative Change• The Pathway: Planning Collaborative Change• The Personal Experience of Change	<ul style="list-style-type: none">• Stakeholder Analysis and Management• Selling the Big Picture• Collaborative Process Road Maps• Team Sponsorship Overview	<ul style="list-style-type: none">• Collaborative Process Road Maps• Team Presentations• Open Forum: Remaining Questions and Hot Issues• Action Planning• Challenges of a Change Agent