

Session 1**1 Session –**
1-2 Hours of Interactive Training

Become a motivating influence during times of change. This interactive training provides the skills managers need for understanding the process of change and supporting people through it. Applicable advice teaches you how to rise to the challenge of mergers, takeovers, and downsizing to build a motivated workforce in any situation.

Benefits

- Help your employees adjust to change by understanding these supportive steps.
- Maintain a positive work environment by easing employee apprehensions.
- Watch your business grow by embracing the changes necessary for growth.

About The Author

This is a LearnKey course based on the book *Managing Change at Work* by Dr. Cynthia D. Scott & Dr. Dennis T. Jaffe.

Dr. Cynthia D. Scott is a founding partner of Changeworks, Inc. She is a recognized leader in the field of high performance, managing change and visionary leadership. She earned her M.P.H. in health planning at the University of Michigan and her Ph.D. in clinical psychology at The Fielding Institute. She is a licensed clinical psychologist.

Dr. Dennis T. Jaffe is professor and director of the Organizational Inquiry Program at Saybrook Graduate School in San Francisco and a founding partner of Changeworks, Inc. He is nationally recognized in the fields of executive team development, visionary leadership and new models of health care. He consults with organizations on managing organizational change, long-range planning and designing collaborative workplaces. He earned an M.A. in management and a Ph.D. in sociology at Yale.

Section A: Managing Change

- Introduction
- Course Overview
- Key Fact

Section B: Facing Change

- Dealing with Change
- Effective Managers
- Leading Change
- Key Fact

Section C: Understanding Change

- The Change Model
- Denial
- Resistance
- Exploration
- Commitment
- Key Fact

Section D: Leading for Change

- People and Change
- People and Denial
- People and Resistance
- People and Exploration
- Conclusion