



Change Smart

How do you lead yourself and team to success when everything is changing?

TRAINING PLUS DEVELOPMENT SESSION

Change is never easy but it doesn't need to be difficult for yourself or your team.

The Change Smart workshop helps leaders understand the basis for accepting, embracing and leveraging organizational change to everyone's benefit. Participants learn the critical foundation and tools for navigating the change process and effectively leading others through change.

Leading Change Process Program Outline

Psychology of Change

- The foundational principles for managing change
- Theories and Perspectives
- Principles of Change

Best Practices Research data

- Best practices in change management

The CHANGE model

Fundamentals of managing the people side of change

- Diagnose employee resistance to change
- Help employees transition through the change process
- Create a successful action plan for personal and professional advancement during change
- Develop a change management plan for your employees

Preparing for Change

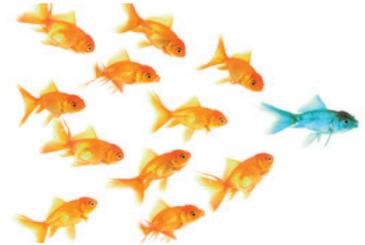
- Define your strategy
- Prepare your team

Managing Change

- Communication plan
- Coaching plan
- Resistance management plan
- Training plan

Reinforcing Change

- Celebrating successes
- Diagnosing resistance
- Reinforcing change



Learn the Change Model and how to use it to lead others

The CHANGE Model

Awareness - of the need and reason for change

Commitment - to participate and support the change

Understanding - how to change (and what the change looks like)

Implementation – Making change happen on a day-to-day basis

Reinforcement - to keep the momentum of change in place

JASON YOUNG

Speaker and Facilitator



Jason Young has been called a “rare breed” when it comes to developing leaders, teams and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company's innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today. Jason captured his philosophy of creating high performance cultures in his popular book, *The Culturetopia Effect* and extends the fine art of exemplary customer service in his newest book, *Servicetopia*.