

Staying Alive in the Face of Change

Business Issue

So how do you compete in the face of constant change? Let's face it; change has become a constant in business. You know your marketplace is rife with wrinkles due to an ever-changing economy and other variables that may be out of your control.

Some Perspective

As a manager you are doing well each day if you can cross one thing off your list. But what about your employees, are they fairing as well? There is an old adage that it all rolls down hill. As the pressure of constant change rolls, often the changes become more complicated and difficult to control.

Your managers need to deal with the emotions, fear and anxiety that come with change as they interact with their team members.

We've often experienced organizations where strategies seem to change with the way the wind blows. At least that is how it is perceived by employees. An associate was a manager of a telemarketing firm a few years ago. Changes in the "No Call" listing and a shift from outbound to inbound marketing strategies caused a major disruption in the way the company was doing business. Employees lived in fear of losing their jobs and wondering whether or not they would fit in. Turnover was an immediate problem and the "survivors" were left with more fear and oppression of re-training and new rules.

Our associate came to us with this fundamental problem: How could he give his team leaders the skills to lead call center teams through the change, with minimal turnover and maximum productivity? We told him that our experience has been that if team leaders can develop their skills to support and manage change, they can have a direct impact on the success of the organization.

To make this kind of impact, team leaders need to:

- Understand why change happens and how people react to it.
- Learn how to support the team member's as they struggle with change.
- Involve team members in a change initiative by promoting their understanding and ownership of the change and its benefits.
- Plan for individual or group follow-up sessions that support the change process and reinforce personal and organizational goals.

A Solution

[Supporting Change](#) is one of the Vital Learning programs we recommend that provides the tools managers need to understand and interpret change to prepare them to more successfully manage their team through it. By working to support change and at the same time addressing the team's comfort level with that change, the manager can more effectively facilitate acceptance of a new way of doing things.

Change can be good! New initiatives can gain acceptance more quickly. Lost productivity, turnover and decreased performance can be minimized...if managers are trained to "manage change".

In this 4-hour workshop, your team leaders and managers will learn skills such as understanding the phases of change, how to react to organizational changes, and strategies of supporting change, to name a few. To keep pace with flexibility, you need this program in your organization.

Available in Classroom, Online, or Blended delivery options, this curriculum includes such essential topics as:

- Disciplining – understanding how to discipline others to eliminate problem behavior;
- Complaints – being able to effectively manage complaints;
- Coaching – knowing how to productively coach job skills;
- Conflict – understanding how to successfully resolve conflict;
- Project Management – being able to run projects, both on-time and on-budget;
- And more...

"Your success in life isn't based on your ability to simply change. It is based on your ability to change faster than your competition, customers and business." - **Mark Sanborn**

Review the **Supervision Series** program contents:

[Supervision Series – Leadership Essentials](#)

[Supervision Series – Leadership PLUS](#)

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