

Agenda **“Change Competence”**

Changesetter™ and Six Styles™



Risse & Partner Training und Consulting
Cologne

Tuesday 9:00 am – 6:00 pm
Cycle of change, resistance modes, simulation I

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| 9:00 | <ul style="list-style-type: none"> • Welcome and warming up • Overview, housekeeping • Expectations for the outcome • Introduction: Rick Maurer's Cycle of Change and the Three Kinds of Resistance <ul style="list-style-type: none"> ○ Demonstrated at the Floorboard |
| breaks on demand | <ul style="list-style-type: none"> • Group work: Find Examples for the three kinds of resistance • Positive shift: How do we deal with resistance? – Collect recommendations and simulate situations • Changesetter online-simulation part I |
| 1:00-2:00 | <ul style="list-style-type: none"> • Lunch |
| 2:00 pm | <ul style="list-style-type: none"> • Group work: <ul style="list-style-type: none"> ○ Chapter I: Management or Leadership? ○ Decide the right thing to do ○ Look what happens to your stakeholders ○ Plenary: We put boats and people on the floorboard and compare the results |
| 3:00 | <ul style="list-style-type: none"> • Introduction: John Kotter's „Eight Steps in Leading Change“ • Link to Rick Maurer's resistance theory • Changesetter online-simulation part II |
| breaks on demand | <ul style="list-style-type: none"> • Systematic approach to the eight steps: What does each mean, how does it work? • Chapter 3 and evaluation: Which group „won“? |
| 5:45 | <ul style="list-style-type: none"> • Summary, findings |
| 6:00 | <ul style="list-style-type: none"> • End of training day I |
| 7:00 | <ul style="list-style-type: none"> • Joint dinner and/or program |

Wednesday 9 am – 6 pm

Leadership strategy, transfer, communication techniques

- 9:00
- Do you have any questions?
 - Transfer Kotter to participants' own change cases. Group work with checklist and peer supervision
- breaks on demand
- Groups analyze systematically their situations and find actions (long session)
 - Group coaching by trainers
- 12:30-1:30
- Lunch
- 1:30 pm
- Set in motion the planned actions, feedback and recommendations
 - Important communication techniques:
 - deliver bad news in a good way
 - adjust spontaneously to adequate behavior
 - save the other's face
 - Each participant exercises what he/she needs most
- breaks on demand
- Open discussion
 - Transfer: What did you learn by applying the Changesetter concept to your own ongoing change project?
 - discussion
 - collection of most important learnings
 - presentation at flipchart
- 6:00
- End of training day 2
- 7:00
- Joint dinner and/or program

Thursday 9 am – 4 pm

Personal leadership styles, special needs of change processes

- 9:00
 - Do you have any questions?
 - Leadership styles: Style trade and self assessment
 - „Leading emotionally intelligent”: What does it mean in change processes?
- breaks on demand
 - Daniel Goleman’s Six Leadership Styles
 - When to apply which style
 - Group work: Transfer to your own change cases
 - Analysis and recommendations
- 12:30-1:30
 - Lunch
- 1:30 pm
 - Set in motion the planned actions, feedback and recommendations
 - collection of most effective results
 - presentation at flipchart
- breaks on demand
- 3:30
 - Three days’ summary, feedback to the facilitators
- 4:00
 - End of program