Resilience: Beyond Change Management

While we cannot control when change will happen, it is possible for prepared individuals to emerge from change better and stronger than those who are not. In this course you will learn:

- To prepare yourself and your team for change.
- How to gain and maintain personal and professional momentum during times of change.
- The one factor of change that you can control.
- How to keep change in perspective.
Course Components

This course consists of seven interactive components:
1. Pre-discussion questions
2. Note-taking guide (Use with video)
3. Video presentation
4. Post-discussion questions
5. Group exercise
6. Quiz
7. Personal action plan

© 2011 Business Training Experts. This program is protected under US Copyright Act of 1976 and all other applicable international, federal, state, and local laws. All rights are reserved. This program is a proprietary product licensed for limited, internal use to the original licensee. It may only be exhibited at the licensed location on the premise owned, controlled, or occupied by the original licensee. It may NOT be transferred between multiple licensee locations. It may NOT be copied, edited, altered, duplicated, broadcast, reproduced, stored, or retransmitted, nor may it be rented, loaned, exchanged or sold for any purpose whatsoever, whether or not for value, without the express written consent of Business Training Experts.

This program is designed to provide accurate and authoritative information in regard to the subject matter covered. It is sold with the understanding that neither the author nor publisher is providing or rendering legal, accounting, or other professional service. If legal advice or other expert assistance is required, the services of a competent professional should be sought.
Seven Tips for Using This Guide

1. This participant guide is yours to keep. As you answer the questions, don't worry about writing complete sentences, using proper grammar, or punctuation. It is more important that you capture the idea.

2. Many sections of this course involve group discussion. You may be called upon to get the discussion started by sharing your answers and experiences.

3. If you don’t know an answer to a question, leave it blank. You can answer it later during group discussion.

4. If you hear a good idea from someone in the class, write it down. You’ll learn many great ideas from your colleagues.

5. Use your personal action plan as a tool to help you apply your new knowledge and skills. The sooner you use the skills, the easier they will be to master.

6. Depending on the plan put in place by your organization, you may be asked to share the results of your personal action plan with your manager, a colleague, or a training partner. Or, you may be asked to share your results in the next training class.

7. After the class, keep this participant guide in a convenient spot, so you can reference it later. It is a valuable tool that you can access when you need it.

(The course begins on the next page.)
Pre-Discussion Questions

(This section is 1 page)

Answer the following questions before viewing the video presentation. There are no “right” or “wrong” answers.

1. What are some specific examples of change that you have seen in your department or organization?

2. What are some common reactions to change that you see within your organization?

3. What is the best way to maximize new opportunities created by change?

4. What do you think are some of the reasons that people resist change?
Video Presentation and Note-Taking Guide

(This section is 2 pages)

Complete the following statements with keywords as you view the video. The keywords will be underlined in the video.

**THE BENEFITS OF CHANGE**

Ask yourself: “________________ can I get out of this?”

We can control our ________________ to what is going on around us.

Put change in ________________.

Don’t ________________ your emotions.

______________ your emotions and where they come from.

______________ the change.

**EXPAND YOUR COMFORT ZONE**

Expand your ________________.

Try ________________ things.

Expanding your comfort zone is critically important to ________________ being blindsided.

(The note-taking guide is continued on the next page.)
HAVE A PLAN

Have a ___________________.

Ask yourself: “How do I become more__________________?”

Think about the change your ____________________ are going through.

Change affects ____________________ around you. Your
________________________ affects everybody around you.
Post-Discussion Questions
(This section is 1 page)

Answer the questions below by focusing on how they relate to your organization and position. There are no “right” or “wrong” answers.

1. Describe a specific example of a change that you first resisted that ended up being a positive benefit for you or your organization.

2. What are some specific ways you can step out of your comfort zone, or try new things in your department or organization?

3. How do you think you have reacted to change in the past? What could or should you have done differently?

4. What is a specific and predictable change that is likely to occur in your department, organization or industry?
In this exercise you will come up with strategies to deal effectively with the changes you are currently experiencing in your organization.

1. Pair up with one other person.

2. Pick one of the expected changes that either of you listed in question #4 from the post-discussion questions. If there is a common change on both your lists, pick that one.

3. With your partner, identify some of the challenges that might be associated with that change. Write them down.

4. What are some specific strategies you might consider to make that change go smoother? Brainstorm ideas that will help make the change easier and more successful. Write down your answers.

5. As a class discuss the change, the challenges, and strategies your small group has chosen.
Quiz
(This section is 2 pages)

Answer the questions below to test your comprehension of the material presented in this course.

1. Common reactions to change include:
   a. Fear
   b. Anger
   c. Excitement
   d. All of the above

2. When you are experiencing change you should try to stay within your comfort zone.
   a. True
   b. False

3. You should avoid expressing any emotions when experiencing change.
   a. True
   b. False

4. According to the Featured Expert, you should seek out ___________ to help you cope with dramatic change.
   a. support
   b. your options
   c. “the comfort zone”
   d. none of the above

5. You need to ___________ change.
   a. prioritize
   b. accept
   c. analyze
   d. look for

(The quiz is continued on the next page.)
6. Effective communication is __________ element of a successful change effort.
   a. the most over-looked
   b. an essential
   c. the most difficult
   d. the easiest

7. We can only control our __________ to change.
   a. outcome
   b. reaction
   c. process
   d. susceptibility

8. When facing change, it is a good idea to ask yourself, “what can I get out of this?”
   a. True
   b. False

9. When dealing with change you need to focus on the details and avoid worrying about the big picture.
   a. True
   b. False

10. As a supervisor or manager, you need to understand that everybody, especially your team, is watching your reaction to change.
    a. True
    b. False
Follow the steps below to create an action plan for applying new skills and ideas that you learned to your specific workplace challenges, objectives, and opportunities.

1. What is the most important idea that you learned from this course?

2. What is the most significant change currently affecting you and your team? If no changes are taking place right now, are there any planned that could be significant? Describe them.

3. What concerns do you have?

(The personal action plan is continued on the next page.)
4. What concerns will your team members have?

5. What can you do to help yourself and your team deal with those concerns?
About Business Training Experts

The focus of Business Training Experts is improving our clients’ bottom lines by maximizing their employee’s potential. We offer practical skills training to supervisors and managers because they have the greatest impact on the employees who produce products and serve clients.

In the mid 1990s, the founder of Business Training Experts was working for an international seminar training company that offered half and full-day seminars. His clients frequently requested in-house training. Schedules were becoming tighter and people needed to get more done with fewer resources. People could no longer afford the time to be away from their job.

At the same time researchers discovered that the average person attending a seminar or class loses focus in less than 2 hours and that less than 10% of the content is retained after 30 days. Additional studies found adults learn best in one hour increments, with two or three key points being taught.

Armed with client research and the latest studies, Business Training Experts was founded to develop turn-key, in-house training solutions that are easy to use and implement, and minimize attendees’ time off the job.

The Leadership Journey Training Series

Top performers are often promoted based on their job skills, but they rarely receive formal training on how to be effective managers and supervisors of others. The Leadership Journey provides curriculums that support the development of ten core competencies that skilled leaders need to achieve extraordinary results. It offers a complete training program for both current and future leaders at all levels within an organization. The Leadership Journey delivers:

- **Practical Skills** – Key concepts can be immediately applied to the workplace.
- **Short, Concise Courses** – Participants spend very little time off the job.
- **Complete Curriculums** – Everything you need for foundational and advanced leadership skills training.
- **Self-Paced or Group Training** – You decide when, where, and how training takes place.
- **Application Tools** – We include a complete package that ensures new skills are used in the workplace.