



CERTITUDE
AUSTRALIA

Leading Staff Through Change



LEARNING OUTCOME

Participants in this workshop will:

- Develop greater confidence to plan and communicate in a way that inspires your stakeholders to willingly take on the journey of change with you;
- Discover what others' typical emotional responses to change are, their internal barriers and take away templates and tools to assess and develop an effective communications strategy; and
- Strengthen competence to lead and inspire others.

AUDIENCE

CxOs, HR Managers, Project Managers, Change Leaders, Middle to Senior Managers, Frontline supervisors and team leaders

COURSE CONTENT

The course covers the following topics:

- ✓ What makes change difficult for many?
- ✓ Models of change;
- ✓ Understanding the emotions of change;
- ✓ Mastering the three factors that create resilience;
- ✓ Modelling the behaviours of resilience and adaptability;
- ✓ Architecting change that addresses the human dimension;
- ✓ Overcoming fear and creating a sense of urgency;
- ✓ Communicating with power and empathy; and
- ✓ Creating an adaptable and resilient culture.

COMPLETION

Issue of Certificate of Completion

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COURSE STRUCTURE

1 Day

- Face-to-Face, or
- Virtual delivery