

# MODULE HIGHLIGHTS

## Module Purpose

This module is designed to help you understand the importance of developing effective change management skills to personal and professional success. Being able to manage change effectively is an essential skill in today's fast paced business world. Change is a constant, challenging part of the workplace environment. Taking the time to improve your skills is a worthwhile investment in your self-development. It takes both effort and practice to develop effective change management skills, but the payoff will be worth it.

This module supports other 360 Solutions change management training modules.

## Module Objectives

### Part 1: Learning About Change

- ◆ Discuss the characteristics of change.
- ◆ Identify the impact of change on our lives.
- ◆ Assess attitudes toward change.
- ◆ Identify different responses to change.

### Part 2: Understanding the Change Process

- ◆ Identify the phases of transition
- ◆ Map a change experience.
- ◆ Identify transitions during change.
- ◆ Discuss reactions to change.

### Part 3: Developing Change Resilience

- ◆ Define the difference between resistance and resilience.
- ◆ Identify the causes of resistance.
- ◆ Discuss how to manage future change.
- ◆ Identify characteristics of resilient people.
- ◆ Discuss how to enhance personal change resilience.

### Part 4: Enhancing Your Change Management Skills

- ◆ Write a personalized Action Plan for improving change management skills.
- ◆ Complete a Performance Plan for using the knowledge and skills you developed in this module to assist with professional growth and development.