

Change and How to Deal With It
4-Hour Program

- I. Introduction
 - a. Overview of change
 - b. Learning objectives

- II. The Importance of Attitude
 - a. Same change, different attitudes
 - b. Attitudes are contagious

- III. The Change Process
 - a. Endings
 - b. Neutral Zone
 - c. Beginnings

- IV. The Pace of Change
 - a. Continuous change
 - b. Change takes time

- V. Reactions to Change
 - a. Innovators
 - b. Early Adopters
 - c. Early Majority
 - d. Late Majority
 - e. Late Adopters
 - f. Diehards

- VI. Responsibility for Managing Change
 - a. Top Management
 - b. Middle Management
 - c. Employees/Associates

- VII. Resistance to Change

- VIII. Key Factors in Successful Change
 - a. Empathy
 - b. Participation
 - c. Communication

- IX. Strategies for Dealing with Change
 - a. Before
 - b. During
 - c. After