AIDT
Change and how to Deal With It
(Four Hours)

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

VIII. Strategies for Dealing with Change
   A. Before
   B. During
   C. After