

# **Managing Re-Structures Leading through, and beyond, “Change”**

**with**

*Presented  
By  
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# Managing Re-Structures: Leading through, and beyond, "Change"

## WORKSHOP AGENDA

9:00 **Welcome, Introductions and Objectives**

9:30 **Managing through Change: "NOW" what do we do?!"**

- Tom Peters "Thriving on Chaos" Principles
- Dee Hock (CEO of VISA) on CHA-ORDIC Organisations

**Activity: Change Partners**

**Activity: Looking at and thinking about Change – Quotations**

10:00 "How well did we embrace the Change?"  
"How do we sustain the gain?"  
"Which Leadership Style do we need post-change?"

10:30 Break

10:45 **Activity: Identify the Leadership Style that your Team needs NOW**

11:00 Introducing Stephen Covey's **7 Habits for Highly Effective Managers**

- applying the habits to Leading through, and beyond, "Change"

**Habit One –"Be Proactive"**

- Managers in organisations which have recently encountered "change" can sometimes "revert to type" and their Social Mirror is strongly impacted by their genetic determinisms.
- How a Team Leader or Manager reacts to change and uncertainty affects the way in which their sub-ordinates will react...either positively or negatively.

11:15 **Habit Two –"Begin with the end in mind"**

- Post "Change" many Teams and Departments will go back to the "Forming" stage of Bruce Tuckman's Team Dynamic model as they start to re-group and set sail for new horizons.
- Firstly, they need to decide where those new horizons are.
- The programme will introduce Appreciative Inquiry as a tool used to create a shared vision for the Team / Department.

### Activity: Creating a Shared Vision using Appreciative Inquiry

11:45

#### Habit Three –“Put First things First”

- “How to keep your head when those around you are losing theirs” – is the secret to managing “post” change and Covey’s Habit Three is a perfect model to demonstrate this.
- After any re-structure or change programme a period of dysfunctionality within an individual, team or organisation can evolve.
- As the “dust settles” on the re-structuring there are **people** who need guidance and direction (some more than others) and **processes** which need to be set up. All of these demands on the Team Leader or Manager can sometimes become burdensome and distracting as the Manager struggles to prioritise their new tasks.

### Activity: Analysis of Prioritisations - Activities by Quadrant

12:30

#### Lunch

13:30

#### Habit Four –“Think Win-Win”

- Before, during and after re-structuring, employees can feel that they are battling against “The Management”. Perhaps battling to get their opinions heard or fighting against the rumours of change or genuinely frightened of how the change will affect them, personally.
- Habit Four explores the six outcomes of re-structuring and assists Managers in their formation of Win/Win outcomes where individual and Team/Organisation find a “win” in the re-structuring for them.

### Activity: Levitation Challenge

14:15

#### Habit Five –“Seek First to Understand then to be Understood”

- Habit Five explores the communication skills required before, during and after a Change has occurred within an Organisation.
- Dealing with the dissenters of change, encouraging the accepters of change, motivating and directing the individuals and new Teams, **all** require the Manager to be proficient in different communication skills in order “to be understood”.

- Principles of Transactional Analysis – Building Relationships through Communication Styles
- Research has shown that the cause of most conflict is **Mis-Communication** leading to mis-understanding.
- Demonstrates how awareness of the diversity of our preferred Communication Styles can assist Managers in identifying tell tale signs of communication preference so that they can adapt their style to mirror that of the person that they are wanting to communicate to. Developing an awareness of NLP techniques

### **Activity: Active Communication Skills / Empathic Listening**

15:00 Break

#### **15:20 Habit Six – “Synergise”**

- Following the formation of new Teams or Departments, it is vital for the new group to synergise as soon as possible.
- This module looks at the importance of building open and honest relationships through developing the power of dialogue.

#### **15:50 Habit Seven – “Sharpen the Saw”**

- Discovering how Effective Managers ensure that they **stay** effective and don't become disillusioned with yet another change programme or re-structuring?

### **Activity: Explore the effects of your personal “Wheel of Life”**

- Maintaining “sharpness” - Keeping in the Performance Zone
- This section will introduce the candidates to the 'Performance Zone' and will utilise HeartMath and FreezeFramer software to demonstrate Peak Performance indicators and Stress Management techniques. Each candidate will be monitored as to their personal stress levels and will learn how to diffuse tension and stress

### **Activity: Explore the effects of Stress Control in your life: Heartmath Bio**

16:30 Summary & Close

