



# VITAL LEARNING™ **SUPPORTING CHANGE™**

**Reorganization, modified business strategies, new management — how is your department supposed to stay focused on achieving results with all this change?**



**Change is an ever-present and important part of business today. Whether the change is to streamline the company's structure and processes, meet financial goals, or expand business lines, organizations that fail to change find competing and surviving in today's marketplace increasingly difficult. Yet it can be difficult to keep employees focused on performance with all the distractions caused by change initiatives. Managers must effectively handle the emotions, fear and anxiety that accompany change and encourage their teams to support the company's new initiatives.**

## **CHANGE BRINGS SUCCESS**

No matter what the change — whether it's new procedures, corporate downsizing, or a merger or acquisition — humans are programmed to resist it. And yet, change is inevitable and necessary in business. The challenge for supervisors, team leaders and managers is to lead and guide their team members through change, encouraging employees to embrace change rather than resist it.

The Vital Learning Supporting Change™ program equips leaders with the tools to understand and interpret change in order to more successfully manage their teams through it. By working to support change while addressing the team's comfort level with it, leaders can more effectively facilitate acceptance of new ways of doing things.

By understanding change, leaders can more clearly communicate it to their team members. This clear communication reduces misunderstanding and anxiety. It also helps employees accept the change initiative more quickly, thereby minimizing lost productivity and decreased performance. Supporting Change teaches leaders how to effectively communicate change and gives them an understanding of the three phases of change, strategies for supporting change with team members and ways to deal with rumors of change.

Throughout the seminar, supervisors, team leaders and managers review video presentations and case studies, participate in group discussions, practice new skills, and receive immediate feedback. The program provides them with implementation tools, a troubleshooting guide and additional resources to help them apply the skills they have learned on the job.





## ESSENTIAL COURSE MATERIALS

Supporting Change is available in classroom, online and blended formats to accommodate any organization or type of business. Each seminar includes the following course materials:

### Facilitator Guide

- Provides complete instructions about how to conduct the seminar
- Supplies explanatory information for the trainer, sample trainer narrative, transcripts of video segments and facilitation notes
- Includes the facilitator resource CD-ROM, which contains a PowerPoint presentation, additional resources, reproducible pages from the facilitator guide and a participant workbook

### Participant Workbook

- Provides exercises, forms, skill practice aids and a video synopsis
- Offers a job aids section with tools and resources for applying seminar skills
- Includes a Memory Jogger Card™, which gives leaders a handy reminder of the seminar's skill points

### Video

- Presents an introduction followed by a scenario depicting positive use of the program's skill points
- Provides video segments that focus on modeling positive behavior for skill practices
- Offers scenarios for both office and industrial/other settings

## ABOUT VITAL LEARNING

Vital Learning's training seminars teach managers, supervisors and team leaders in any industry to use basic human relations skills to motivate and lead their employees with finesse and respect. By improving team leader–team member relations, organizations can improve productivity, enhance employee motivation and retention, and develop employee work habits and potential. Vital Learning's seminars are available as classroom sessions, online sessions, or a combination of classroom and online sessions.

Based in Omaha, Neb., Vital Learning provides seminars based on McGraw-Hill Training Systems, which Vital Learning acquired in 1989. Throughout the past two decades, Vital Learning has worked with industry experts to enhance and develop its training

seminars, bringing an industry-leading product to the marketplace. Let us show you what our products can do for your organization.

*Supporting Change and Memory Jogger Card are trademarks of Vital Learning.*

## BENEFITS OF SUPPORTING CHANGE™

Organizations can offer the seminar in the format that works best for them — classroom, online or blended.

Program is designed for six to 18 participants to complete in four hours.

Seminar participants receive hands-on experience practicing the program's skills and methods.

Participants gain an understanding of why change occurs, how people react to change, and how to support team members' struggles with change.

Participants learn how to involve team members in a change initiative by facilitating their understanding and ownership of the change and its benefits.

Participants learn to plan for individual or group follow-up sessions that support the change process and reinforce personal and organizational goals.



## FOR PURCHASING INFORMATION

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