

# Leading Through Change

## Overview

Workplaces experience change in different ways. Change can involve staff and customers, and impact processes and procedures with varying degrees of instability and uncertainty. It is essential for managers to be able to provide as much support as possible by making change a positive experience.

This workshop is designed to boost your emotional intelligence and increase your effectiveness in preparing for and navigating through the change process. Based on extensive research and years of experience in human behaviour, this course will take you through the finer details of human behaviour and give you strategies to ensure the change management process is a positive one.

## Course content

- Gain an understanding of emotional intelligence and the importance of self-awareness, social awareness and self-regulation to increase resilience.
- Understand the Triune Brain Theory and the effects of dopamine on the brain.
- Understand the process of change and why people resist change.
- Understand the power of communication through communication styles and rapport building to understand and support your teams in a more effective way.
- Gain tools to manage the change process with a clear planning framework to drive accountability and an action-focused work environment.

### Who's it for

This course is designed to inspire managers, team leaders and directors to help their teams through the process of change with positivity and to ensure that there is no loss of engagement and productivity.

### Options

**Time:** 2 hours to a full day  
**Delivery:** Easily tailored to suit  
(In-house workshop, webinar, group delivery or individual coaching)



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