

## Communication during Change

### Learning outcomes:

- Recognise the importance of taking a positive approach to change.
- Learn to support employees during change.

### What you will need:

- Handout 4 - Conflict continuum
- Handout 5 – Supporting employees during change
- "Calming Conflict" cards

### Content and suggested timings:

The importance of a positive approach to change	15 minutes
Defusing conflict	10 minutes
Calming conflict	25 minutes
Supporting employees during change	10 minutes
<b>Total duration:</b>	<b>1 hour</b>

### The importance of a positive approach to change

When communicating during a period of change, the use of positive language (sometimes referred to as positive psychology) can be absolutely critical to the way in which the change is received and the speed with which people travel through the change curve (covered in Module 4). Using positive language can have enormous benefits in life generally, but can be particularly powerful during a period of change.

It is of course important that both managers and staff use positive language.

Although there may be significant benefits to using positive language, in reality our default position is often negative or unsure. Ask the delegates to shout out some of the negative or 'toxic' words or phrases that get used (either by them or others in the organisation) on a fairly regular basis. Jot down their thoughts on the flipchart. You might need to help delegates get started with this activity using some of the examples below.



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