

Survivor Syndrome – Moving On

5

Learning outcomes:

Manage and motivate 'survivors' after a change process.

What you will need:

- Handout 8 – Top tips when managing change.
- Handout 9 – Tuckman's team development model.
- Handout 10 – Maslow's hierarchy of needs.

Content and suggested timings:

Top tips when managing change	20 minutes
Survivor syndrome	20 minutes
Motivation	20 minutes
Total duration:	60 Minutes

Top tips when managing change

Although there is often a significant and important case for implementing and embracing change as part of continuous improvement (whether it's a smaller change e.g. a change of supplier or a larger change e.g. a reorganisation) many employees (perhaps ourselves included) don't exactly welcome change. In fact, some will actively resist it. This section covers some top tips to help you consider how you can best manage and deal with change, support survivors and motivate staff both during and after change.

Handout 8 summarises the top tips below, but rather than just giving out the handout and talking it through, we suggest that you split delegates into three groups and ask them to spend five minutes thinking about one of the following questions (allocate a question to each group). Give each group a piece of flipchart paper to make a note of their thoughts.

- ▶ As a manager how can you ensure that change is implemented smoothly?
- ▶ As a manager how can you best support employees through change?
- ▶ As an employee how can you ensure that you personally manage change successfully?

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