

## The Skills to Manage Change

6

### Learning outcomes:

Practice the essential skills required when managing change.

### What you will need:

Depending on which scenario you choose, you will need either:

- Handouts 11-17 – Growing Pains scenario, **or**
- Handouts 18-24 – Restructuring scenario, **or**
- Handouts 25-31 – Merger (TUPE) scenario

### Content and suggested timings:

Key skills for managing change (optional)	20 minutes
Managing change exercise	60 minutes
<b>Total duration:</b>	<b>60 minutes</b>

**Note:** 1 hour 20 mins if optional exercise is done.

## Key skills for managing change

Depending on the level of your delegates and the amount of experience they have, if you have time you may want to do the following exercise to really get delegates thinking about the skills they need to manage change.

### Brainstorming exercise

Ask the group to brainstorm the key skills they need as managers to successfully manage change. Here are some of the likely answers in case they need a little prompting:

- |               |   |
|---------------|---|
| ▶ Listening   | ▶ Emotional intelligence                            |
| ▶ Questioning | ▶ Ability to seek and provide constructive feedback |
| ▶ Resilience  | ▶ Patience and understanding                        |
| ▶ Coaching    | ▶ Trust   |



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