MINDSET GO

SHIFTING MINDSETS · EST. 2014

PROGRAM GUIDE



MINDSETGO TRAINING PROGRAMS

Change Management Programs

01 Behavior & Habit Change: What Gets in the Way

02 Persuasion: How to Help Them Overcome Change

03 Facilitation: How to Execute Change

04 Adapt: How to Deal with Roadblocks Along the Way

05 Address Opposition, Build Confidence

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PROGRAM 01

Behavior & Habit Change: What Gets in the Way

OVERVIEW

Employees often find it challenging to make changes to their behavior even when these behaviors are causing them to underachieve; resulting in missed deadlines, communication breakdown and lost revenue for them and the organization. Learn how to tap into and what gets in the way of the way people already think, behave, work, and feel to understand how to motivate and inspire people to discover their intrinsic motivators and embrace new habits.

CHALLENGES

- Decreased productivity among employees after change in policy
- Failure of employees/staff to adhere to new changes
- Inability to connect with organizational members regarding what is keeping policies from being fully implemented and reaching peak efficiency

OUTCOMES

- Find root cause of a fixed mindset
- Discover what holds people back (attitudes, fears, baggage)
- Understand motivators (getting to why)

SKILLS CERTIFICATION

Discovery & Inquiry | Emotional Intelligence | Active Listening

TYPE

Webinar On-site training, eLearning

LENGTH

2 hours, half-day, full day

WHO SHOULD ATTEND

- Social Influencers
- Changemaker
- High-potentials
- Those who struggle to be assertive
- HR team members
- First time leaders through seasoned managers
- No formal leadership training
- Managers who need higher performance from their team

PROGRAM 02

Persuasion: How to Help Them Overcome Change

OVERVIEW

History and experience show that effective change management is driven by desire. The most powerful tool you can use for people to embrace change and detach from their emotions is a communications technique called Motivational Interviewing (MI). Once participants understand the support they will get, the outcome and all the benefits from it, it drives greater success on critical projects and initiatives. By learning to ask thought-provoking questions, avoiding the righting reflex, and listening reflectively, leaders can get their teams to become self-aware and realize what is in the way of moving forward. Understand how to use MI and guide team members to recognize the best course of action for their growth and development while meeting the needs of the company.

CHALLENGES

- You've observed behaviors that need to be changed, but employees fail to adjust their habits to fit new policies
- Employees and staff members don't see the value or benefits in a new policy initiative or change
- Lack of motivation on an organizational level to implement changes

OUTCOMES

- Increase motivation and readiness to improve
- Build support and desire to help overcome the obstacles of change
- Communicate motivators rather than perception or opinions

SKILLS CERTIFICATION

Motivational Interviewing | Active Listening | Influence & Persuasion | Building Trust

TYPE

Webinar, On-site training, eLearning

LENGTH

2 hours, half-day, full day

WHO SHOULD ATTEND

- Social Influencers
- Changemaker
- High-potentials
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PROGRAM 03

Facilitation: How to Execute Change

OVERVIEW

There are two major obstacles to organizational transformation; “change fatigue,” and the method in which initiatives are chosen, designed, and sustained. Though culture may be driven from the top, it is reinforced at every level—and aligning organizational practice with organizational values is key. Learn to execute by enabling and empowering support for improved behaviors that pervade into every department and through every level of the organization. Done well, facilitating change can bring positive results for all those involved, and take organizations to a whole new standard of preparedness and performance.

CHALLENGES

- Struggling to model new changes within your organization while simultaneously supporting staff members and employees undergoing change as well
- Unsure how your role can be leveraged to best empower individuals and reinforce initiatives during a time of change

OUTCOMES

- Assist those committed to change to make the best choices
- Develop and manage a successful follow-up plan
- Build relationships with colleagues, employees, and staff through shared behaviors via company values and policy

SKILLS CERTIFICATION

Trust building | Growth mindset | Accountability | Modeling behavior | Assertiveness

TYPE

Webinar, On-site training, eLearning

LENGTH

2 hours, half-day, full day

WHO SHOULD ATTEND

- Social Influencers
- Changemaker
- High-potentials
- Those who struggle to be assertive
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PROGRAM 04

Adapt: How to Deal with Roadblocks Along the Way

OVERVIEW

How will you prepare for the roadblocks ahead? Handling the volume and frequency of change today means we must become better at adjusting on the fly and adapting to evolving expectations and requirements. When employees are faced with too many change priorities, aren't sure how to proceed, and aren't even sure that an initiative is good for the organization, they take a wait-and-see attitude, looking to their bosses for direction and to their co-workers for clues about which aspects matter the most. This sort of uncertainty, deep down in an organization, can keep a change initiative from gaining momentum.

CHALLENGES

- Challenges have delayed the progress of the implementation of certain changes or initiatives
- Employees are losing faith in the significance or importance of a change/policy
- Difficulty efficiently prioritizing the issues or challenges that unexpectedly appear

OUTCOMES

- Involve and assist your team members as they adjust to change
- Anticipate, manage, and adapt to unexpected changes

SKILLS CERTIFICATION

Adaptability | Modeling behavior | Establishing focus | Prioritization | Open and clear communication

TYPE

Webinar, On-site training, eLearning

LENGTH

2 hours, half-day, full day

WHO SHOULD ATTEND

- Social Influencers
- Changemaker
- High-potentials
- Those who struggle to be assertive
- HR team members
- First time leaders through seasoned managers
- No formal leadership training
- Managers who need higher performance from their team

PROGRAM 05

Address Opposition, Build Confidence

OVERVIEW

Employees almost always associate change as something negative. Changes in administration, updates to procedures and regulations, altering policy, and implementing new technology or software in the workplace for employees can mean lost productivity, adjusting processes they have had in place for years, or learning an entirely new skill.

Managers, leaders, and executives can make the transition of change positive, efficient, and respected by employees and staff by conveying to their workers how grateful they are for the work they do. By expressing gratitude, appreciation, and showcasing the value employees bring to the organization, trust is built, and employees are more receptive to changing their behaviors and habits to implement new policies, initiatives, and more. By connecting and engaging with employees, leaders can address opposition to change, build employees' confidence in their abilities, and increase acceptance all around.

CHALLENGES

- Resistance to implementing changes in policy have stalled progress or productivity
- Employees are losing faith in the significance or importance of a change/policy
- Difficulty efficiently prioritizing the issues or challenges that unexpectedly appear

OUTCOMES

- Get to the root cause of why your employees believe change is negative
- Develop effective coping mechanisms with your employees to respond to changes in and out of the workplace
- Apply learned techniques in daily, weekly, and monthly, review sessions with employees

SKILLS CERTIFICATION

Adaptability | Modeling behavior | Emotional Intelligence | Relationship Intelligence

TYPE

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