

Leading my team through change and crisis

The main goal of the training is to make participants aware what are the phases of people's reactions to the change, as well as what kind of actions a leader can and should undertake while facing difficult and crisis situations in order to lead the team through a change in an effective way.

Topics:

1. Change dynamics:

- Phase of people's reactions to the change (denial, resistance, etc)
- Proactiveness vs reactivity in a change process
- Perception of the change in a team (innovators, conservatives, inhibitors)

2. Leader's role in the change process

(m.in. communicator, coach, „resistance manager“)

3. Communication in the change process:

- key elements and characteristics of crisis communication, building and providing communication in change and/or crisis situations

After the workshop participants:

- know what actions they need to take in each phase of reactions of their people to changes
- know how to build an environment supporting the team in the change and how to motivate people to proactive attitudes
- know what to do to deal with team members' morale in the change and how to support them in the most difficult moments of the change
- know how to communicate changes and react to people's concerns and doubts



TRAINER:

Agnieszka Piotrowska

Agnieszka specializes in leadership training and coaching. She has 20 years of HR business experience in different international corporations including 15 years of experience as a manager. Since 2005, she conducts leadership training and workshops for managers and leaders on different organizational levels. The topics covered during her workshops include building teams, building authority, communication in a leader's role, motivation, change management, and other people skills like assertiveness or personal effectiveness. As HR practitioner, Agnieszka supports leaders in different management processes like organizational changes, strategy building, stakeholders' relationships management.