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## Never Let a Crisis Go To Waste (Three-hour Workshop)

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### Purpose of Workshop

Change is difficult. Whenever change happens, resistance to that change builds. The reason: Resistance to change is built into our DNA. For the 10,000 generations that preceded us, those that ventured from the beaten path got eaten! They never had a chance to contribute their DNA to the gene pool. The more cautious got to propagate the species. So, we resist change, it's built into our genes, **unless** we have a very good reason for making the change.

Never let a crisis go to waste. It can become the trigger point for convincing other people in the organization that the change has to be made.

The **Managing Organizational Change** course through **U of T Continuing Studies** builds the knowledge and skills necessary to effect lasting and sustainable change. This three-hour overview of the week-long course helps you move your organization in the direction it needs to go, changes business processes to get the results you want, and shows options for effecting culture change so the team can work together in new ways to accomplish their goals. Participants receive many practical aids to manage change initiatives more successfully.

We will address the *four key questions* in organizational change:

- What exactly needs to change and what is its impact on the organization, its employees and its customers?
- Why is this happening (at the industry, organization, team and individual levels)?
- Which is the best possible solution for fixing the problem or addressing the opportunity?
- How do we make the change happen on time and within budget?

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### Learner Outcomes

Participants will gain an understanding of the following areas:

- Use practical approaches, tools and knowledge to help you analyze, design and implement a comprehensive strategy for promoting organizational change
- Be exposed to models and frameworks that address current business performance challenges and implement change for future success
- Learn how to use knowledge, skills, and self-awareness to become a more effective and successful organizational change consultant
- Learn some techniques for working in partnership with senior management to make change happen
- Design an implementation plan that mitigates risks and successfully implements the change strategy
- Assess evaluation tools for measuring implementation success