

## Leading Change

Helping people transform for breakthrough results



“ The McGill Executive Institute plays a vital role in helping you continually invest in your skill set and human capital. ”

Jason Taylor - Bourse de Montreal Inc.

### OVERVIEW

Even with a solid grounding in people practices, managers need specific tools and methods to guide staff through today's spectacular pace of change in business conditions and within their organizations.

This seminar helps you build employee buy in, cooperation and productivity when changes occur due to revamping outdated processes, working for a new boss, or experiencing budget cuts, mergers or other sources of turmoil in a person's work routine. It starts with practical Emotional Intelligence techniques to support the often overlooked feelings and mindset within the team, then explores approaches to helping people adapt and develop behaviours and strategies leading to breakthrough performances.

### KEY BENEFITS & TAKEAWAYS

- Acquire a manager's toolkit for effectively leading people during times of change
- Manage your own "brand image" and leadership characteristics that nurture trust
- Mobilize positive emotions and energize your team
- Identify and develop behaviour that enables people to achieve new business objectives
- Develop self-awareness and self-regulation for a consistent approach to management
- Gain insights on helpful Emotional Intelligence techniques to support people's concerns and feelings

## WHO SHOULD ATTEND?

This program is specifically designed for executives with years of experience in management looking to develop greater professionalism and self-awareness while acquiring cutting-edge methods for managing people.

It provides a valuable follow-up for participants in our flagship Essential Management Skills seminar.

## PROGRAM IN DETAIL

The seminar leaders use a dynamic mix of concept sessions, success stories and challenging but fun action learning involving break-out exercises, idea forums and case work. You will receive several useful take-away tools to apply immediately in your workplace.

Key Themes covered over the duration of the program include:

### DAY ONE

#### Leading Change

- Introduction – driving forces and resisting forces of change
- Cracking the code of emotions and behaviours when change is difficult
- Phases of change, from planning and communicating to managing the transition

#### Building Emotional Intelligence

- What is emotional intelligence?
- Self-awareness – an essential management skill
- Self-regulation, monitoring and image management
- Management techniques for motivating yourself and others
- Empathy – address peoples' needs, not just manage business
- Social skills – manage relationships to move people in desired directions

### DAY TWO

#### Behaviours for Top Business Results

- Defining organizational change
- Driving forces and success benchmarks in change initiatives
- Recognizing the key steps and factors to manage during change

#### A Change Agent Toolkit

- Building and communicating a solid case for change
- Understanding the consequences of change to employees and managers
- Identifying key change behaviours linked to business results
- Building positive leadership consequences that sustain change

#### Program Wrap-Up

- Putting it all together in a clear individual development plan

## SEMINAR LEADERS



### Chantal Westgate

Chantal Westgate is a professor of organizational behaviour at McGill University and specializes in labor management relations and human resources issues. She regularly consults with organizations from diverse industries on effective business communication and team collaboration. Prior to her academic career, she worked for 14 years at FedEx as an Employee Relations Advisor, where she consulted with management on Best People Practices.



### Jerry Remillard

Jerry Remillard specializes in team dynamics and implementation of business strategies in the workplace. He is a coach, trainer and consultant, acquiring his corporate skills and knowledge in such well-known corporations as Kraft Foods, Domtar, and Catelli. Through McGill and his own firm, JR Management, Jerry's particular interest lies in helping managers at all levels translate "what needs to be done" into "how to get it done." He holds a B.A. with a minor in psychology and an MBA in Marketing, and is a graduate of Corporate Coach University.