

# LEADING PEOPLE THROUGH CHANGE®

## Learning Design

SECTION	DURATION	KEY CONTENT
LAUNCH Assignments	10–30 min	Participants complete LAUNCH assignments.
WELCOME	30 min	Ask for participants' questions and concerns about a change initiative.
Why Change Efforts Derail	15 min	The 15 top reasons that change efforts derail.
Two Approaches to Leading Change	15 min	Introduces top-down versus high-involvement change. Explores the difference between having a voice and having a vote, and the value of high-involvement change.
High-Involvement Change Mindset	20 min	Introduces the four attributes of a high-involvement change mindset: Courage, Curiosity, Agility, and Grit.
Common Reactions to Change	25 min	The ten common reactions to change.
Stages of Concern	35 min	Introduce the Stages of Concern. Explore Information, Personal, and Implementation Concerns.
Diagnosing Stages of Concern	20 min	Conduct and debrief diagnosing Stages of Concern. Conduct the Concerns Conversation practice.
Three Attitude Groups	22 min	Define and discuss Advocates, Undecideds, and Resisters. Present ways to involve others in change.
Milestones and Leadership Strategies in High-Involvement Change	8 min	Introduce the milestones in a high-involvement change process.
Leadership Strategy 1: Frame	30 min	Introduce the Stages of Concern. Explore Information, Personal, and Implementation Concerns.
Describing the Gap in Frame	20 min	Introduce the components of a Gap Statement. Share and discuss the sample Gap Statement.
Writing a Gap Statement Practice	20 min	Write a Gap Statement for a current or pending change initiative. Debrief.
Leadership Strategy 2: Build	20 min	Introduce the second leadership strategy: Build. Describe outcomes. Conduct discussions.
Force-Field Analysis	20 min	Introduce and explain force-field analysis. Describe three ways to change the status quo.

**Blanchard**<sup>®</sup>  
AUSTRALIA

1 Queens Road, Melbourne, Victoria, 3004, AUSTRALIA  
Phone: 1300 25 26 24 • International Contact: +61 3 9863 7031 • Fax: +61 2 9243 4690  
info@blanchardaustralia.com.au • www.blanchardaustralia.com.au

# LEADING PEOPLE THROUGH CHANGE®

## Learning Design

SECTION	DURATION	KEY CONTENT
Leadership Strategy 3: Strengthen	15 min	Introduce the third leadership strategy: Strengthen. Discuss outcomes. Conduct paired discussions about Strengthen leader actions.
Leadership Strategy 4: Entrust	5 min	Introduce the fourth leadership strategy: Entrust. Describe outcomes.
The Change Scan	20 min	Review the Change Scan Report—Overview.
Action Planning	20 min	Introduce and conduct Action Planning.
Wrap-up	15 min	Introduce Next Steps and the MASTER Tools. Ask participants to think about how they can become more courageous, curious, agile, and gritty.

The above design reflects face-to-face delivery. Virtual delivery is also available and includes the same key content broken out into four 2-hour sessions. It is recommended to spread the sessions over three days to provide time to complete the assignments between sessions. Timing is a representation of the overall learning experience.