



# Managing Change As If People Mattered!

Thursday 23 October 2008

Active Learning Day: Putteridge Bury Conference Centre, Luton

**Do you struggle to get employee commitment to change?  
Does it feel like you are fighting resistance at every turn?**

**If so, you might need to give more focus to the people aspects of change  
and learn how managing the transition is often more important  
than implementing the basic change itself**

Change is happening to us all the time, both personally and professionally - it dominates today's business landscape. Many frameworks have been constructed to help manage and direct change: total quality management, re-engineering, right sizing, culture change etc. Few of these frameworks has been an unqualified success. According to Fortune magazine, 50-60% of all restructuring and quality initiatives fail. Research shows that success/failure does not necessarily equate to the quality of the initial vision, but has much more to do with how the change is put into practice.

A key factor in these 'failures' is that the programmes often ignore the 'people' side of change. You may change this or that process or system, but until your employees change the way they work, you cannot fully fulfil your objectives

This practical workshop focuses on the people side of change and provides a wealth of tips and techniques for helping yourself and others through the transition from old to new. The workshop will cover:

- What is change - change and the individual
- The role of managers in helping people through change
- Understanding the change process in personal terms
- Helping yourself through change
- Recognising personal barriers to change
- Helping others through the different phases of change
- Managing the transition - creating new beginnings
- Resistance - a natural part of change
- Recognising types of resistance and resisters
- Turning resisters around - conventional and unconventional approaches
- Key steps in managing people through change
- Dealing with 'non-stop change' in organisations
- Developing the inner resources to deal with uncertainty and ambiguity

**Sharon Young** has worked for many years in both operational and change roles at companies such as Yellow Pages and Cable & Wireless. Sharon's experience as both an agent and target of change gives her a unique perspective as a trainer and consultant.

Sharon specialises in areas such as influencing, internal communications, management development, change management and drama-based learning. Her energetic and enthusiastic style is infectious and both motivates delegates to get involved and holds their attention throughout.

Registration: 9.00 Starts: 09.30 Ends: 16.30



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## Booking Form

### Cost

Best Practice Club members: £299 + £52.33 VAT (Total £351.33)

Non-members: £375 + £65.63 VAT (Total £440.63)

*Discounts are available if more than one booking is made:*

Second booking - 10% discount

Best Practice Club members: £269.10 + £47.09 VAT (Total £316.19)

Non-members: £337.50 + £59.06 VAT (Total £396.56)

Third and each subsequent booking - 20% discount

Best Practice Club members: £239.20 + £41.86 VAT (Total £281.06)

Non-members: £300 + £52.50 VAT (Total £352.50)

### How to book

Please complete and return a copy of this form (one for each delegate) by post, fax or e-mail to:

Best Practice Club, Atrium Business Centre, Curtis Road, Dorking, Surrey RH4 1XA

Phone: 01306 646555

Fax: 01306 646556

e-mail [suepotter@bpclub.com](mailto:suepotter@bpclub.com)

To book online visit [www.bpclub.com](http://www.bpclub.com)

A VAT receipt and enrolment pack will be sent on receipt of payment. Your payment must be received before the event.

We regret that we are unable to refund registration fees on cancellations. However you may substitute delegates up to 24 hours before the event by informing Best Practice Club by phone or e-mail to [suepotter@bpclub.com](mailto:suepotter@bpclub.com)

### Your details

Mr/Ms/other ..... First name: ..... Last name: .....

Job title: .....

Organisation: .....

Address: .....

..... Postcode: .....

Phone: ..... e-mail: .....

Club members - membership no (if known): .....

### Payment

Cheque - *made payable to Best Practice Club*

Please debit my MasterCard/Visa for £ .....

Card No: ..... Security No: ..... Expiry date: ...../.....

BACS transfer to HSBC Oxted, Surrey RH8 0PJ  
Sort code 40-35-40 Account no: 41393391

Please invoice (State Order number if required as part of your company policy: .....) )

Code: **ALD310**