

NEWSLETTER

October 2009

ISSUE NO: 2

Welcome to our second Newsletter.

In this issue, we will:-

- Provide tips & information on a key leadership issue - Change Management
- Introduce Pam Welsby one of our Training Associates
- Introduce our new Change Management Course
- Highlight some important Employment Law updates



*Amanda Riddle,
Managing Director*



Outlook Partnerships

What are the benefits of working with us?

We are external training and development partners who have an internal focus. We achieve real business results by creating training interventions, which enable every individual to make real, sustainable changes.

Our way of working ensures that all of our training solutions are tailored to meet your desired needs and goals.

We are fully committed to improving workplace performances and developing individual's skills, capabilities and attitudes with highly effective tools and techniques.

Change – how to get the better of it

“There is nothing permanent except change.

The only constant is change.”

Heraclitus of Ephesus, Greek Philosopher

In response to the internal and external environment, all organisations and individuals undergo some kind of change throughout their lives, whether significant or minor. Organisational changes can be in a Vision, Mission, Culture, Structures, Policies, Targets, Acquisitions, Disposals, Re-locations, Systems, Technologies and Processes.

Individual changes can be in Knowledge, Skills, Behaviours and Attitude. Managing effectively during these changes can make all the difference to successful implementation. How often have you experienced the feeling of being trapped when managing change and feeling frustrated at not able to successfully move forward?

Change Management can simply be defined as a systematic approach, both from the perspective of an organisation and an individual. Once you understand how to effectively manage through the approach, change can be easily implemented and successful results achieved.

Important people aspects of managing change

- ✓ Set up a “Change Project Team” & communicate its role widely & constantly.
- ✓ Communicate & consult. Ensure that people understand how the change is going to be managed, & how they will be involved.
- ✓ Create an environment of trust for change to be successful.
- ✓ Communicate, involve, enable & facilitate with people as early & openly as is possible.
- ✓ Use face-to-face communication & encourage other managers to do the same where possible.
- ✓ Continue to understand your people’s feelings as the change programme unfolds and continue to build trust and respect with open communication

These approaches generate buy-in and ownership to the process.

Change Management is therefore a process during which changes to a system are implemented in a controlled manner by following a pre-defined framework/model.



The Change Management approach has five different aspects to it:

1. Have clear Vision & Goals
2. Communicate with all involved
3. Lead by Example
4. Motivate Individuals to embrace the change
5. Monitor Progress

At the core of all of these aspects is the fact that Change Management is a proactive approach. It entails thoughtful planning and sensitive implementation, and above all, consultation and involvement of the people who will be affected by the changes.

Change must be realistic, achievable and measurable. Therefore from the offset, you should understand your goals, set the objectives and identify actions needed.

The key questions to address are:-

- What do we want to achieve?
- How much of this change is totally within our control, where do we need to influence and what help do we need from others?
- How will we effect this change?
- What methods of communication are required
- How will we measure when the change has been achieved?

One of the **key factors in change is the aspect of people.**

Problems normally arise where change is forced upon people which can be threatening, unsettling and results in fear amongst employees. Therefore as an organisation you cannot and should not force change on people; your role should be to enable or facilitate change taking the people along with you.

When planning for the people aspects consider:-

- Who will be affected by this change?
- How will they react to the change?
- How should we communicate the change?
- How can we involve them in the process?

PAM WELSBY Training Associate



Pam specialises in developing Senior Managers either through personal coaching, training workshops or other development interventions. Her focus is on assisting people to make real changes, that impact on organisational & personal success.

Pam's experience of working throughout Eastern Europe has definitely developed her change management skills of working with individuals to become more commercial & customer orientated.

Q Where do you believe most people go wrong when they are managing change?

A In my experience plans are usually well made in terms of what change they want to introduce but they have not anticipated the natural human response to changes and this can have a huge impact on the result.

Q What are the benefits of attending the Change Management Course?

A This is comprehensive programme which will enable you to introduce any kind of change throughout the whole organisation more easily, with less costs, increased motivation, less stress for you and the employees, deadlines met and results achieved.

New Upcoming Course “Change – how to get the better of it”

The course involves four key modules that will be delivered workshop-style each over a few days. The four components are:-

1. **Creating a positive attitude to change**
2. **Developing the skills for change**
3. **Managing change**
4. **Making real personal changes**

Creating a Positive Attitude to Change:

This two day workshop will spread the concepts of change throughout the whole organisation. It is a workshop for all employees at all levels.

Developing the skills for Change:

This three day workshop will develop the key skills needed for leading and handling change within the organisation. It is for all employees or key employees at any level working with organisational changes.

Managing Change:

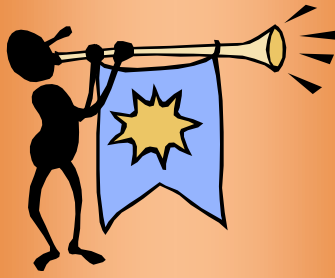
This 2 module programme (3 days each module) will develop the key skills needed for leading and managing change within the organisation including how to get the best from the team and maintain or increase performance levels. It is for all managers, and includes: Module 1 – Managing People and Module 2 – Managing Performance.

Making Real Personal Changes:

This one-to-one coaching programme is available for all key people in the organisation who need to make personal changes quickly and smoothly in order to create effective organisational change.

The benefits of our Change programme include:-

- 📌 Creating a competitive advantage through the ability to lead change.
- 📌 Increasing revenue by creating a culture that thrives on change, responding to markets, industry & the economy
- 📌 Increasing market share by developing managers who generate best performance from their teams even during times of change
- 📌 Improving service delivery through a motivated, committed & focused workforce
- 📌 Increasing your reputation as an employer of choice by using change to increase employee engagement, reduce stress & support employees to feel optimistic & positive about the future.



Employment Law updates

Since the 6th April 2009, significant changes were made to the Discipline & Grievance Framework & Procedure.

- The mandatory three step process for disciplinary and grievance issues fell away
- The new ACAS code focuses on trying to get employers and employees to resolve issues informally.
- There are no mandatory processes as in the 2004 Code. As such failure to follow the disciplinary or grievance procedure suggested does not make an employer or employee liable to proceedings.
- Ideally a company will have written procedures in order to cover the occurrence of a disciplinary or grievance event.
- Employment tribunals are legally required to take the code into account.

Other Outlook Partnerships courses that may interest you

- 🔥 Senior/Middle Management Development Programme
- 🔥 Sales Training
- 🔥 Customer Services Training
- 🔥 Relationship Management Training
- 🔥 Performance Management Training
- 🔥 Team Building
- 🔥 Train the Trainer
- 🔥 Personal Coaching
- 🔥 Presentation Skills
- 🔥 Time Management Training
- 🔥 Diversity Awareness Training

To find out more about any of our courses or to discuss your business training issues contact:-

Amanda Riddle, Outlook Partnerships

Mobile +44 (0) 7763 941465

Email: amanda@outlookpartnerships.co.uk

Website: www.outlookpartnerships.co.uk