

Leading Change™

Leading Change™ gives participants an opportunity to evaluate their own change responsiveness, understand and respond to the process of business change, and the psychology of personal change and resistance. This workshop shows participants how to champion change efforts and manage the change process through leadership, perseverance, risk-taking, and enrollment of others.

Learning Objectives

Upon completion of *Leading Change™*, participants will be empowered to:

- Evaluate their own and their organization's receptivity to change
- Champion change efforts and become a "change agent"
- Create a change-ready organization using 10 change-response behaviors
- Deal with change resistance and manage people to create a change-ready organization

Target Audience

Leading Change™ is intended for managers and other professionals with supervisory responsibilities. The target group ranges from experienced first-line supervisors who may be assuming increased responsibility, to middle and general managers.

Based On

Leading Change™ is based partially on the work of Lance A. Berger and Dorothy R. Berger, especially the *Change Management Handbook* (1994), and *De-engineering the Corporation: Leading Growth from Within* (1997).

Learning Tools

- Instructor presentation
- Multi-rater (360) feedback instrument
- Large group discussions on managing performance
- Case study analysis & structured exercises
- Computer simulation & debrief
- Action planning & take-away tools
- Video presentation

Take-Away Tools

The success of leadership training relies on participants making a transition from the workshop to the job. These BTS take-away tools provide a vehicle for participants to implement new ideas and create business results. *Leading Change™* tools include:

- Personal Job-Change Process & Personal Change-Responsiveness Questionnaire
- Personal Change Checklist on the 10 Change-Responsive Behaviors
- Optimism Process & Change Process Checklist
- Direct-Report Change Checklist on the 10 Change Behaviors



Computer Simulation Overview

In the *Leading Change*™ simulation, participant teams assume the role of a mid-level Marketing Manager for Virtual Technologies, Inc. (VTI), a leading producer of virtual-reality/holographic hardware and software. In addition to managing the Marketing Department, the teams will assume the role of Change Manager for a company-wide change effort. They must make decisions that balance responsibilities for the functional department and leading the change effort, while dealing with peers, direct reports, and superiors.

Computer simulation provides participants the opportunity to apply new skills in a realistic environment before returning to the job. In teams, participants experience a 90-minute computer simulation in which they make decisions modeled upon real business situations. To reinforce skills and competencies, the simulation provides ongoing feedback on decisions made, plus qualitative and quantitative feedback following the simulation. A balanced scorecard report includes the following performance measures:

Change Management Behaviors

- Risk Taking
- Championing the Change Effort
- Persistence
- Communicating
- Leading By Example
- Prioritizing

General Leadership Goals

- Organizational Agility
- Strategic Alignment
- Work Enabling
- Capability Development

About BTS:

BTS partners with leading companies to accelerate change and improve business results. We are the world leader in customized business simulations and other discovery learning solutions that enable leading corporations to change, grow and succeed. BTS adds value for our Global Fortune 1000 clients through three practice areas: Strategic Alignment & Business Acumen, Leadership & Management, and Sales. We have additional capability in Operational Excellence & Project Management and offer an innovative Engage for Change process. BTS is a public company listed on the Swedish Stock Exchange and trades under the symbol BTS B.

For more information please visit www.bts.com.

Sampling of other BTS Clients

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- IBM
- ING
- Liberty Mutual
- Liz Claiborne
- Macy's Inc.
- McKinsey
- Microsoft
- Nokia
- Philips
- Sony
- Texas Instrument
- Time Warner
- Toyota Motor Company
- Vodafone
- Weyerhaeuser