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# Change Management

Achieving organisational development  
during times of transition

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experiences of  
change management  
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### Pre-forum workshops: Monday, 24th May 2010

#### Workshop A: Emotions of change: the forces behind success or failure

Facilitated by: *Vanessa Nagel, Owner, VN.Consulting*

#### Workshop B: The 'how to' of change management capability

Facilitated by: *Michelle Lambert, Convenor, Knowledge  
Management Roundtable (KMRt)*

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# Change Management

## Achieving organisational development during times of transition

Change is inevitable. Change in organisations or business units can be initiated from within the organisation or externally by customers, competitors, technology, regulations, trends, etc. The way change is managed needs to be carefully considered by the enterprise.

A solid change management plan, a transition management strategy and organisation-wide engagement are crucial in deriving ongoing business success. Effective change management helps individuals and groups change their behaviour to implement changes and drive business results associated with new systems and processes.

However, many organisations are facing difficulties in engaging senior management and employees, communicating change to different stakeholder groups and responding effectively to people's anxieties and resistance to change.

This one-day connected forum will provide you with opportunities to hear timely and practical change management case studies. You'll be armed with techniques to:

- Successfully carry out the role of an organisational change leader
- Engage senior management and employees in the organisational change process
- Deal effectively with resistance to change and change fatigue
- Communicate organisational change effectively
- Manage the human and psychological side of change processes
- Embed change in your organisation's processes and culture

### Who should attend?

Directors, Managers and other Professionals responsible for:

- Change Management
- Organisational Development
- Human Resources
- Organisational Transformation
- Organisational Effectiveness and Performance Improvement
- Organisational Culture
- Organisational Innovation
- Mergers and Acquisitions
- Knowledge Management
- Outplacements and Career Transitions
- Learning and Development
- Project and Program Management
- Business Continuity
- Change Communication
- Employee Communication and Engagement

## Pre-forum workshops: Monday, 24th May 2010

### Workshop A: Emotions of change: the forces behind success or failure

Registration: 9.00 am  
Workshop starts: 9.30 am  
Workshop ends: 12.30 pm

**Facilitated by:** *Vanessa Nagel, Owner, VN.Consulting*

#### About the workshop:

Determination, willpower and strategy do not always bring about change. In this workshop, you will experience why dealing with emotions is key to successfully addressing resistance to change and developing the potential of an organisation. You will gain a new perspective on the largely unconscious mental-emotional and neurological processes triggered by change and how you can work with these in a professional context.

You will be guided through your own individual change challenge to increase your ability to discern emotional realities, more consciously choose the appropriate course of action or intervention and communicate authentically. Building these skills will make you more effective in your everyday work and life situations and take you to a new level as a leader at times of heightened pressure and stress.

#### About your workshop leader:

**Vanessa Nagel** facilitates transformation in individuals and organisations. For over six years she worked internationally for The Boston Consulting Group on clients' strategic and organisational change priorities. Vanessa gained a deep understanding of the emotional process behind change through her personal experience of dealing with post-traumatic stress. She now combines her corporate change management experience with rebirthing breathwork and other emotions based techniques to help clients succeed - in business and in life.

### Workshop B: The 'how to' of change management capability

Registration: 1.00 pm  
Workshop starts: 1.30 pm  
Workshop ends: 4.30 pm

**Facilitated by:** *Michelle Lambert, Convenor, Knowledge Management Roundtable KMRt)*



Delegates assigned to this workshop will receive Change Management cards that will be used in conjunction with workshop exercises and taken back to utilise within their own organisation!

#### About the workshop:

This workshop is designed to provide line managers, business leaders and HR/L&D/OD professionals with processes, tools and approaches to assist them with "the how to of change management". You will be provided with a toolkit and experiential learning on the application of innovative ways to use the kit in the workplace.

You will identify the key issues and challenges that face you in organisational change, be it structural, cultural or process related. You will then work as a group with the resources provided to develop a clearly defined roadmap with tools and processes identified to meet your organisational needs. The toolkit that you will be taking away is a very powerful way to engage your people in developing and implementing the change management approaches and solutions back in the workplace.

Michelle will use her recently developed change cards during this session. Each participant will receive their own set of cards as a valuable workshop take-away!

#### About your workshop leader:

**Michelle Lambert** is a change and knowledge practitioner who is passionate about all things to do with change management and knowledge sharing in organisations, be they across geographic or structural/silo boundaries. Key to this is Michelle's extensive experience with change management, organisational development, facilitation, social media and leadership.

## 8.30 Registration and refreshments

## 9.00 Chairperson's opening remarks

*Michelle Lambert, Convenor, Knowledge Management Roundtable (KMRt)*

### Handling change and transition processes

## 9.15 Leading change and organisational renewal

- Defining the role and characteristics of the organisational transformation leader
- Engaging the support of opinion leaders and developing change champions
- Overcoming barriers and coping with chaos that naturally exists during complex change processes
- Maintaining momentum for change

*Rich Atkinson, Human Resources Director, eBay Australia & New Zealand*

## 10.00 Determining a recipe for successful change in your organisation

- Understanding systems thinking and the environment
- Outlining techniques and approaches to change
- Creating a team for success
- Determining the critical success factors in the change process

*Anthony Antonas, Senior Change Manager, ING Australia*

## 10.45 Morning refreshments and networking

### Managing the human dimension of organisational change

## 11.15 Interactive discussion: Communicating change effectively to internal and external audiences

*Hear a short introduction from the facilitator, and then have the opportunity to participate in the discussion and gain a better understanding of the topic!*

- Understanding when, what, who and how to communicate change to different audiences
- Achieving coordinated and consistent change communication
- Assessing the use of innovative communication tools and channels in getting the message across
- Accomplishing constructive interaction and collaboration with people affected by change

*Facilitated by: Bridget Sebire, Communication and Change Management Consultant, Mercer*

## 12.00 Maintaining employee engagement during times of change

- Upholding ongoing employee morale, performance and productivity
- Responding effectively to change fatigue among staff
- Dealing effectively with staff resistance to change
- Accomplishing change in hostile or uncommitted departments

*Susan Stewart, Strategic Development & Change, Woods Bagot*

## 12.45 Networking lunch

## 1.45 Facilitating the human side of organisational change

- Recognising how and why people feel threatened by change
- Addressing people's concerns and anxieties effectively
- Managing emotional responses to change
- Providing emotional support to employees

*Tracey Darley, Head of Strategic Change, World Vision Australia*

### Improving organisational performance

## 2.30 Change readiness and preparation

*This session takes a case study approach in outlining the work undertaken by Anna Palmer for Medibank Private.*

- Key areas to review in the lead up to the change efforts
- Change capability within the organisation
- Organisation voice in the change process
- Staying the course

*Anna Palmer, Director, Provenio Consulting*

## 3.15 Afternoon refreshments and networking

## 3.45 Deriving organisational development in times of change

- Managing intellectual capital within the organisation and embedding this for future change initiatives
- Encouraging collaboration, knowledge sharing and transferral through a systematic change approach
- Driving personal and organisational development through change
- Utilising reward and recognition plans throughout the change implementation process

*Zemeel Saba, Assistant Director, Victoria Police*

## 4.30 Creating an organisational climate for change

- Gaining trust and buy-in from the organisation
- Dealing with the organisation's political environment
- Integrating change into organisational development processes
- Developing an innovative, dynamic and resilient culture throughout the organisation

*Nicole Macdonald, Organisation Development Manager, Fonterra*

## 5.15 Chairperson's closing remarks and end of connected forum



**PHONE:** +61 1300 550 662  
+61 (02) 8913 4000

**FAX:** +61 1300 550 663  
+61 (02) 8913 4099

**EMAIL:** aga@arkgroupasia.com  
**WEB:** www.arkgroupaustralia.com.au

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## Change Management

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Phone: 1300 550 662

Email: [arootes@arkgroupasia.com](mailto:arootes@arkgroupasia.com)

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