

## The Human Side of Organization Change

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Today's leaders are facing the challenge of unprecedented speed in the rate of organizational change. Traditional approaches to change management, which tend to ignore the human component in change, often fail to produce optimal outcomes for organizations and their employees. This course invites you to adopt a different, leading edge mindset focused on managing the human risk on change. You'll be introduced to a new definition of change and a fresh perspective on your role as a leader of change initiatives at work.

During this engaging and highly interactive workshop, you will have the opportunity to practice using powerful diagnostic tools that help you measure and manage human change dynamics at play in your organization. The program will incorporate experiential learning, large and small group dialogue, group exercises, video clip analysis and self-assessment.

### In this program

- You will receive the results of an on-line confidential assessment of your natural style and preferences associated with change.
- You will engage in a short simulation that illustrates predictable reactions to change, and explore options you have to gain greater employee engagement

### Learning Objectives

- An orientation to leading edge thinking and best practices in the area of change leadership and management
- A clear understanding and shared vocabulary regarding the human risks and predictable human dynamics associated with organizational change
- A new framework for understanding resistance as a tool for engagement
- Change management tools that they you can immediately use in your workplace
- Tips and techniques for helping staff and colleagues who are experiencing difficulty moving through phases of transition
- New insights about your own personal preferences when dealing with change, and a heightened appreciation for the contributions of others whose styles may be different than yours
- Improved readiness and confidence to deal with current and upcoming changes in your organization

## **Instructor Maureen Brown, M.A.**

Maureen Brown is an organization development professional. She received her honours undergraduate degree in psychology at Queen's University in Kingston, Canada. She then completed a master's programme in Applied Social Psychology at the University of Saskatchewan. Maureen spent 10 years in human resource management positions in public and private sector organizations. She held management-level specialist and generalist positions in both unionized and non-unionized settings. Her last corporate position was Director of Employee Relations and Communications at American Express Canada. She has been consulting for over 20 years and specializes in leadership development, change management and teamwork training and consultation. Maureen has been on faculty with The Niagara Institute since 2000 and has taught at the DeGroote School of Business, Executive Education since 2011.

### **Learn More**

For more information, please contact Lynn Petruzzella at [petruzl@mcmaster.ca](mailto:petruzl@mcmaster.ca) or by telephone at 905-525-9140 Ext. 20509.