



Learning Objectives

Employees

Employees who participate in *Right Turns: Change In Action*® will be able to:

- Identify the key phases and milestones that accompany successful organizational changes.
- Articulate the urgency of change in organizations today and the ways in which change decisions can be made and acted upon.
- Identify the types of changes occurring in their own organizations/departments and the urgency of those changes.
- Identify several common emotional and behavioral responses to change and describe strategies for handling or managing those responses.
- Give examples of ways to accelerate the implementation of change in their organizations/departments and opportunities to remove barriers to success.
- Use appropriate “Critical Thinking Guides” to analyze their own change issues and to plan ways to be more effective during times of change.

Managers

Managers who participate in *Right Turns: Change In Action* will additionally be able to:

- Give examples of ways in which managers influence and guide change initiatives.
- Describe the overall leadership skills and personal attributes that are important to success as well as articulate the most critical of these in relation to a specific organizational/departamental change.
- List and describe ways in which managers can take action to manage their own emotional responses to change.
- Articulate ways for managers to most effectively work with individuals and teams when emotional responses are recognized.
- Use appropriate “Critical Thinking Guides” to analyze their own change leadership issues on the job and to plan ways to be more effective in this key accountability area.