

PROGRAM OVERVIEW:

If the people impacted by change initiatives are consulted and involved in the change process and decisions affecting them, they are more likely to support and adopt new approaches. This program is designed to help participants learn how to lead and manage change. They examine their own style of leading and managing change and discover key elements and lessons learned from successful change strategies that will help design and implement their own change projects. With emphasis on the people side of change, participants learn how to build a case for change, motivate and empower others to lead and manage change, and effectively communicate with key stakeholders. They also discover how to leverage resistance to create buy in, commitment and ownership. Participants develop the competencies necessary to coach individuals and teams through the change process.

SCHEDULE:

Day One	Day Two	Day Three
<p>Understanding The Importance of Change Leadership</p> <p>Change Leadership Assessment: Use of Self as a Leader and Manager of change</p> <p>Case studies and best practices from private, public sector and government sector organizations</p> <p>Team and Project Coaching Reflect and apply lessons learned to your change project</p>	<p>Developing and Implementing a Change Strategy</p> <p>Experience Change Simulation and Methodology</p> <p>Roles and responsibilities of the change team</p> <p>Develop and implement a change management strategy</p> <p>Develop strategies to engage employees and stakeholders in the change process</p> <p>Team and Project Coaching Diagnose your own change project</p>	<p>Leading & Managing Change</p> <p>The Difference of Leading and Managing Change</p> <p>Change Toolkit</p> <p>Team and Project Coaching Develop a change and communication plan Build a case for change Conduct a stakeholder analysis, risk assessment and plan Develop strategies to address resistance to change</p> <p>Develop your personal and team learning plan and next steps</p>

PROGRAM HIGHLIGHTS:

- ✓ Participants use and develop their real “change projects” during the program. Applying the SMART system, they identify project goals that are specific, measurable, attainable, realistic and timely.
- ✓ The ExperienceChange simulation, used by Fortune 500 companies, takes participants through a realistic trial run of an organizational change. They experience the seven steps of change – understand, enlist, envisage, motivate, communicate, act and consolidate as they develop a plan that maximizes commitment and minimizes resistance.
- ✓ They learn the importance of a well planned and executed communications strategy and how to build the political support necessary for a successful project implementation.
- ✓ Psychometric assessments, reflections and experiential exercises are used to assess leadership styles and areas for development. Participants learn how to conduct coaching conversations.
- ✓ The Triple Impact Coaching Model is used to understand Use of Self as a coach, leader and change agent and how to impact and achieve results on individual, team and organizational levels.

TESTIMONIALS:

Bev has been a trusted partner and valued collaborator for over 15 years. She brings to her work a clear and singular focus on achieving results through people. It's her passion for developing others so they can succeed that makes working with her both energizing and enlightening. I always learn something new!

James Chisholm
Co-founder Experiencepoint
www.experiencepoint.com



Change management is not always a simple task to undertake. Patwell Consulting directed and provided us with the necessary tools to be successful. They understood our needs, all the while surpassing our expectations with diligence, professionalism and integrity. Thanks to their efficiency, availability and contacts, the involvement of Patwell Consulting in our process was invaluable. In short, our association with Patwell Consulting was one of our most beneficial and productive partnerships.

Guyline Boutin
Regional Manager
Sintra-Colas

Beverley Patwell has been an important part of leadership development within our organization. Over the past 5 years, she has guided our management group through workshops on coaching and mentoring, use-of-self as change agents, communication, change management, developing high-performing teams and thriving at work. We appreciate the way she introduces us to new concepts that generate a lot of 'ah-ha' insights. Some of our best learning moments have come from our relationship with Bev.

Marie Lauzier
Executive Director
York Support Services Network

This process made me better understand the role and importance of each team member, and how powerful a well-balanced team made of complementary people can be. It can move mountains!

Louise Beauchamp
Director Strategic Alliances
VIA Rail

Beverley Patwell makes change happen in a real way. Her interventions and techniques are action-oriented, real time, and deliver long lasting results. She engages organizations in the development of solutions, and creates the capacity for them to continue on after she leaves.

Donna Gray
Director, Organizational Development and Performance
City of Ottawa

PATWELL CONSULTING

Beverley Patwell is founder, president and an expert OD and change consultant at Patwell Consulting. She has designed, led and implemented large scale change initiatives, coaching and organizational development programs for over 20 years. Her clients include Air Canada, City of Ottawa, Costco, Department of National Defence, IATA, McGill University, Molson Inc., Parks Canada, Province of Ontario Ministry of Public Safety and Security: Correctional Services, Transcontinental Media, United Nations, Via Rail and York Support Services Network.

Beverley co-authored Triple Impact Coaching: Use of Self in the Coaching Process with Edith Whitfield Seashore. She is an adjunct faculty member of American University's Master's of Science in Organizational Development Program, an author and associate of CoachingOurselves, a member of National Training Laboratories (NTL), a coach with the Niagara Institute and a lecturer at the McGill International Executive Institute and University of Notre Dame.