

CUSTOMER ENGAGEMENT

Learn how to change
in 1-day



crmpartners

Workshop: Learn how to change in 1-day

Summary

The world around us is always changing which makes it paramount for organizations to also continuously improve and evolve. However, the success of these changes are highly dependent on the support of your employees. But how do you guide your employees through change? In our one-day workshop you will learn the key concepts of change management. This includes subjects like:

-Why are we changing?

Be aware of why change is happening. What are your goals? What is the primary reason for change?

-Creating insights before changing

Touch upon the concepts of possible risks, project/change alignment and team alignment

-Managing the change

Touch upon the concepts of coaching, training, resistance, communication and sponsorship

-How do we maintain the change

Create insights in possible reinforcement tactics

Deliverables

Knowledge on prerequisites for change

Knowledge on the insights you need to gain before starting the change

Knowledge on how to manage change

Knowledge on insights of possible reinforcement tactics

Details

Duration 1 day

Costs € 3.500

