### Our trainings show effect





# flow change®: expand change competencies

seminar program

# change basics

### **Understanding Change and Successfully Shaping Change**

Change in companies may be unsettling for many people concerned. You being the manager therefore will be able to help the employees, taking away their fears during this process of change.

However, what is actually meant by change and what is the difference between "change management" and "project management?" Why does change trigger reservations and resistance? What might be the reactions in a team exposed to a project change and what would you be able to do to facilitate this process?

In our seminar you will be given the answers to these questions and also you will have the opportunity to apply theoretical approaches to your situation. This will strengthen your daily life situation within the company and assist you and your team during a period of change.

#### **Target Group**

- Managers in a changing work environment
- Managers who plan and implement change

This in-house seminar is tailored to your individual needs. Contact us so that together we can develop a tailor-made training concept for you.

#### **Main Focus**

- Change Management or Project Management? A question of complexity!
- Prudent planning and a clear structure are the foundation of a successful change process.
- Open communication from A to Z
- No going back establishing successful changes permanently
- What changes often fail to achieve and what helps to prevent them?

### Contact

flow consulting gmbh Spörckenstraße 89 29221 Celle Tel.: +49 5141 740074 E-mail: mail@flow.de www.flow.de/en





# change basics: Example Topics from the Seminar Contents

### **Change Management in Complex Situations**

Change management starts where "complicated" ends. And it ends where it gets messy. But how do you recognize when something is complicated, complex or chaotic? In our seminar you will learn this and find approaches and ways for promising change management in complex challenges.

## Complex

the relationship between cause and effect can only be perceived in retrospect

probe - sense - respond

# emergent practice

# **Complicated**

the relationship between cause and effect requires analysis or some other form of investigation and/or the application of expert knowledge

sense – analyze - respond good practice

## novel practice

no relationship between cause and effect at systems level

act - sense -respond

## Chaotic

## best practice

the relationship between cause and effect is obvious to all

sense - categorize - respond

Simple

(complex or chaotic: Snowden, Boone, 2007)

### **Project Management or Change Management?**

Reference	Project management	Change management
target	clear	ambiguous
control	detailed	flexible
central idea	linear, causal	negotiation
importance	usual	unusual
participation	means to an end	end of its own
system	changes within the system	changes of the system

### **Keep it Complex**

1	nen it is simple, keep it simple.
VI	nen it is complex, keep it complex:
	Structured but not fixed.
	Well-planned but not all planned out.
	Perseverant but not dogmatic.
	Flexible but not arbitrary.

© flow consulting gmbh 2