

CHANGE MANAGEMENT PORTFOLIO

- *Training & Development Courses* •

*“ it is not the strongest species that survive,
nor the most intelligent, but the ones who are
most responsive to change ”*

Charles Darwin

Change Management Portfolio

Welcome to Sticky Change's portfolio of change management training & development





Statistics tell us that 70% of change strategies within organisations fail to provide the desired outcome and cause a great deal of discontent. Using the following interventions to prepare people for change typically results in minimisation of the performance dip; faster individual and team adaption to changes being introduced; minimisation of stress and stress induced absence; more involvement and commitment from change affected personnel; minimisation of resistance.

We are experts in helping clients to successfully steer their business change, and to develop the organisational climate that will make the change stick.

We have channelled our extensive experience in developing individuals and organisations into the design of our Change Management Portfolio. Our highly interactive training and development interventions will enable your executive teams, managers and people to accept change and

to maximise its opportunities; both corporately and personally.

Outlined below, and in more detail throughout this brochure, are the four key training and development interventions within our Change Management Portfolio. As Sticky Change is driven by delivering positive, measurable and sustainable change specific to your needs, we will carefully tailor all of our training to ensure your objectives are met.

Embracing Change	Leading Change	Managing Change	Facilitating Change
<p>Designed for people at every level – to help them to overcome their change apprehensions and to embrace change positively and productively</p> 	<p>For executive teams – to enable them to successfully lead their organisations and people through change, inspiring commitment through their formulation of a clear vision and journey</p> 	<p>Developed for frontline and middle managers – to provide them with the management tools to translate the strategic into the practical and to effectively manage resistance and to gain buy-in from their people</p> 	<p>For project managers and change agents – to enable them to positively engage and influence people not directly under their line management, to successfully facilitate sustainable organisational change</p> 

So if you are embarking on a change journey, (or maybe have found yourself heading for the wrong port!), choose our dynamic change management training courses today, and **let us help you to foster change that sticks!**

How we handle the journey is as important as the destination.

Embracing Change... *for everyone*

This training is designed for every member of the organisation to enable them to embrace change positively, it includes:

- personal fears, apprehensions and experiences of change
- how personalities, life experiences and preferences affect our response to change
- how to feel in control of change, be it voluntary or imposed
- how people resist change and the activities that need to be in place to overcome resistance
- developing action plans to increase personal resilience in the face of change

Key Training Benefits

Increased awareness of how you cope with change personally	Improved confidence when facing change – feeling in control
Tools and techniques for overcoming fear	Tools and techniques to enable you to empathise with others

Real change happens at Sticky Change workshops! Their change training courses are practical, memorable and challenging. Their exhilarating group work really helps people to embrace change and to build clear action plans, in a supportive environment.

Avril Scott,
Head of Learning and Development,
William Grant & Sons Ltd

“ **Following** a Sticky Change training course for one **Private Sector** client, **90%** of attendees felt able to positively **embrace organisational change!** ”



Leading Change... *for executive teams*

Designed to provide executives with the strategic tools to inspire commitment and to successfully lead their organisation and people through change, this training includes:

- creating the right conditions to lead organisational change, including culture change
- leading change at a strategic level using recognised industry models and frameworks
- effective processes for managing organisational change
- working with stakeholders to overcome resistance and to ensure buy-in
- inspiring people by communicating effectively and passionately in the midst of change.

Key Training Benefits

Recognition of the power you have as a leader and a role model on the change journey	Tools and techniques to concurrently manage the task and to bring people with you
Creating a compelling vision and logical strategy to achieve the change	Communicating your strategy with energy and enthusiasm to secure management commitment

Sticky Change has worked with us since 2007, providing facilitation, training and coaching services to our leadership team. Their interventions have allowed us to adapt to managing a bigger business, created a more open working climate, upskilled us in leading our people through change and have broken down many barriers in the organisation – some that we were not even aware of. Sticky Change consultants are integral members of our team now.

Tom Allchurch,
Chief Executive, ATH Resources

“ **3 months** after we delivered a training course for one of our **Utility** clients, **92%** of their executive attendees **had sustained their increased ability to effectively lead** their people through change! ”



How we handle the journey is as important as the destination.

Managing Change... *for managers*

Developed for frontline and middle managers, our pragmatic and operationally oriented training includes:

- identifying how change is currently managed and its effectiveness
- understanding how people transition through change and overcoming resistance
- translating a strategic vision into an operational change plan for projects and people
- understanding the emotional change journey, and demonstrating empathy to support people through change
- recognising what can be controlled and influenced to effectively implement current change projects

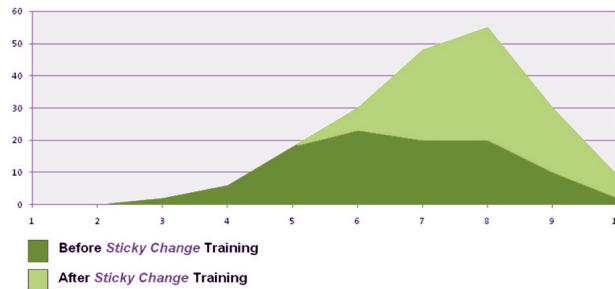
The Sticky Change training programme has enabled our organisational changes to be managed more effectively and implemented more smoothly, than we have ever achieved previously.

Penny Brown,
Head of Learning & Development
Severn Trent Water

Key Training Benefits

Increased ability to manage change positively and effectively	Understanding why resistance occurs and minimising its impact
Translating a strategic vision into a coherent plan for managing change	Improved performance and your people feeling positively supported and challenged

I manage, motivate and move people on during change



Facilitating Change... *for change agents*

Focusing on influencing and engaging stakeholders not directly under your line management, this training includes:

- identifying how to influence behavioural change
- how to proactively manage organisational politics to ensure that stakeholders support and implement change
- the power and importance of addressing the impact of change on people
- the emotional impact of change on stakeholders and the transitional journey they need supporting through
- the nature of resistance and how to ensure buy-in to change is obtained

“ **One Local Authority change agents’ competence increased by a staggering 37.5% in just 6 months!** ”

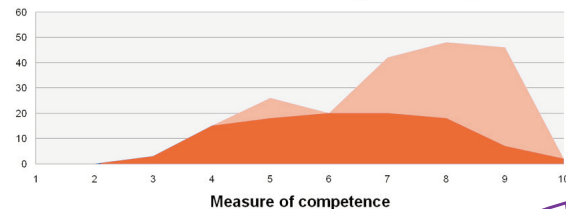
The support from the consultants at Sticky Change has been invaluable in preparing our staff and managers for the challenges of the massive changes that confront us. Sticky Change’s theoretical understanding and practical application of the art of change management has helped me and many of my colleagues to prepare for these changes and take the first steps on what will be a hard and challenging journey.

Andy Zuntz,
Executive Director,
Rochdale Metropolitan Borough Council

Key Training Benefits

Developing quantifiable measures to track the impact of change on people	Increased ability to engage and influence stakeholders, and to gain their buy-in for change
Sustainable change is achieved as behaviours are managed, not simply processes and systems	Delivery of compelling communications that achieve support for your change project

I deal with resistance to change effectively



■ Before *Sticky Change* Training
■ After *Sticky Change* Training



Why Choose Sticky Change?

Our clients tell us that they choose Sticky Change because we deliver **high quality, interactive interventions** that make a **measurable difference**, and because our **passionate approach** and **straightforward values** are refreshing.

The breadth of our consultants' **experience** as change management **practitioners**, as well as **training and development experts**, also reassures our clients – they know that we know our stuff. As our existing clients range from broadcasters to financial services and utilities to central government departments, our clients recognise that we have extensive **industry knowledge**, and that we genuinely understand their change challenges.

Sticky Change's carefully selected **associate network** also enables us to offer our clients **immense**

flexibility in the size and scale of the training and development that we offer. Our delivery capability currently ranges from **one to one coaching to training events for over 1000 people!**

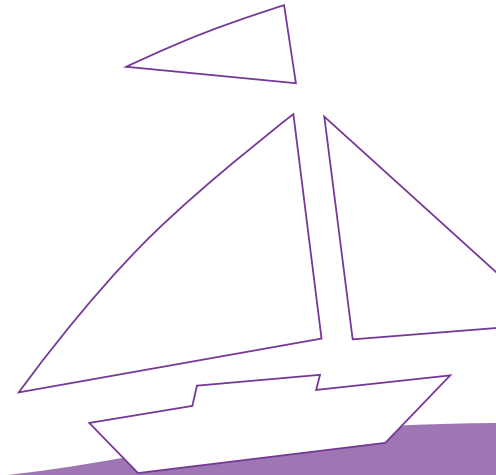
Our **accredited professional qualifications** in business consultancy, training, coaching and the underpinning psychological aspects of change management, also demonstrate to our clients our commitment to **getting the good stuff to stick.**

When you are a successful company and would like to go to the next level then real change is really tough to achieve – you need either a crisis or a very strong facilitated change process. I would not hesitate to recommend Sticky Change for this kind of facilitated process.

Mike Croghan,
Director, Innovation Design,
National Starch Food Innovation

Sticky Change consultants are accredited in the following change interventions:

- Myers Briggs
- Team Management System
- Emotional Intelligence
- Insights Discovery Profile
- British Psychological Society, levels A & B
- Transactional Analysis
- Neuro Linguistic Programming
- The Thinking Environment
- Mettle Culture and Leadership Gauges
- Leading and Developing for High performance



Contact Us

Change is a journey, it's not always clear how long it will take or how seasick you or your people might get along the way!

Sticky Change understands that in these turbulent and financially tough times the pace of change increases, and consequently the need for change management expertise.

To ensure that your organisational change is smooth and effective, even when seas are rough and resources are limited, we have developed some **creative commercial approaches** for our *Change Management Portfolio*.

We would be delighted to discuss your change management training and development needs with you.

Please call or e-mail us to arrange a free consultation.

Let us help you to make the right organisational changes and make them stick.



I am delighted to recommend Sticky Change to support you to create sustainable change. They understand the complexity of change in today's turbulent times, have the courage to challenge the status quo and the political awareness to ensure success. Sticky Change is as good at 'unsticking' stuck issues as developing and implementing a practical and well grounded vision for future change initiatives.

Jayne Stokes,
Head of Learning, Santander UK plc

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