



# Insights®

## Making Change Work Program

**Are you committed to achieving business results – on time, on budget, and with maximum employee engagement?**

**Do you want your leaders to model the best of what is known about change sponsorship?**

**Are your managers and change teams looking for practical ways to strengthen how they plan, implement, and sustain change?**

**Have your organizational leaders recognized the significance of increased employee engagement during times of change?**

**Do you want to positively contribute to organizational changes – strengthening your own capacity for current and emerging changes?**

Best practices in change are built upon a foundation of understanding the human dynamic. The Insights Making Change Work program is a flexible learning solution that builds upon understanding self, understanding others, and using balanced approaches to achieve business results. This program reinforces and extends the application of the Insights Discovery model for optimum return on investment.

The focus for this modular program is to work with your needs – whether your goals are to build change capacity at an organizational, team or individual level. The prerequisites for this work are a foundational knowledge of the Insights Discovery system including: perception, the Insights four colour energies, Jungian preferences, and the Insights Discovery profile. From this powerful base, we work with you to review your priorities for change and identify your key stakeholder groups. Ultimate success is achieved when knowledge about best practices for change is applied.

### Our Approach

We respect that organizational leaders are in the best position to know 'what' needs to change for optimum performance. The Insights Making Change Work approach is to support the development of knowledge and skills about 'how' to maximize employee engagement during changing times. We use a practical five step

engagement model: 1) clarify the change to create awareness, 2) communicate the change to develop shared understanding, 3) foster acceptance to increase appreciation for what the change will require, 4) implement the change to see the desired application, and 5) sustain the change through anchoring learning for the future. It is designed to begin with leaders – those who have the greatest impact on the success of a change – and move through change agents and employees. Throughout the change process, the same models and language are used, while tailoring learning to meet the specific needs of the different stakeholder groups. The Insights Making Change Work program offers a combination of learning formats including large group presentations, experiential workshops, one-on-one coaching, consultation, or on-the-job assignments. Whichever participant group, and whatever format for learning you choose – you can be assured that there will be one consistent language used... and one that extends the current level of knowledge and skills.

### Where to Start

If individuals in your organization have already participated in the foundational [Insights for Personal Effectiveness](#) workshop, you will

Guiding you through the human side of change – bringing process, heart, vision, and strategy together

### Summary

- Blends proven best practices in change with the world renowned Insights system to build change capacity with individuals, teams, and organizations
- Builds on the Insights Discovery system to increase return on investment and deepen the understanding and application of learning
- Offers inspiring and engaging workshops, compelling learning materials, and creative job aids to reinforce and support application
- Guides participants through an applied learning process and challenges them to take positive action
- Strengthens the chances of achieving organizational changes on time, on budget, and with maximum employee engagement



further increase your return on investment through deeper integration of the Insights Discovery profile. If the Insights system is new to your organization, the common language can be easily learned and applied. Comprehensive learning guides, practical checklists and powerful job aids support the learning process.





# Insights<sup>®</sup> Making Change Work Program

“A journey of a thousand miles starts with a single step.” ~ Lao Tzu

**Our commitment is to help you get the most from each step along the way. While your organizational needs will guide the solution chosen, some sample program options include the following:**

## Preparing for the Journey

This fast paced program provides a comprehensive overview of best practices for building engagement in a changing environment. Participants learn the power of the engagement model, and are introduced to the importance of asking questions and creating solutions from a balanced four quadrant perspective. Program topics include:

- Understanding how personal style and natural preferences influence success in a changing workplace
- Self-assessing leadership behaviours against best practices for greatest positive impact as a change leader
- Exploring the critical roles for change sponsors and change agents
- Assessing levels of engagement throughout the life of a change, and using this information to inform strategy development
- Tracking and building engagement through relevant interventions
- Practicing key skills such as asking powerful questions, creating balanced communication messages, and giving and receiving feedback
- Focusing your intentions and behaviour for greatest positive impact as a change leader
- Exploring how you can contribute to achieving business results on time, on budget, and with maximum employee engagement

Participants: Executive leaders to managers and supervisors, change project leaders, organizational development professionals

Time: 1–3 days over a period of 6–8 weeks

## Making the Journey

This working session alternates between theory bursts, experiential exercises, and the application of learning to a practical organizational priority. This comprehensive program strengthens how internal consultants guide change initiatives. There is an expectation that participants have a significant organizational priority as their focus. Our applied learning process is typically divided into at least two workshops – with time for application, coaching, or consultation in between.

In addition to some of the topics addressed in the [Preparing for the Journey](#) program, topics may also include:

- Clarifying and measuring commitment versus compliance
- Questioning to support change planning
- Structuring a balanced communication message, and coaching others in preparing more influential communication messages
- Diagnosing the reasons for and levels of resistance, and developing strategies that mitigate risks
- Creating a ‘fear-less’ environment for change
- Building trust and trustworthiness
- Developing organizational transition strategies
- Strengthening skills in responding to emotional reactions to change
- Increasing resilience
- Analyzing the impact of culture, and planning to shift or reinforce culture

- Modeling high performing team skills and fostering teamwork during change
- Structuring employee recognition and feedback practices
- Coaching for continuous improvement of change sponsor or change agent roles
- Reflecting on lessons learned and anchoring levels of engagement
- Strengthening leadership intentions and actions at each stage of the change process

Participants: Organizational and HR professionals, change project managers, change team members, managers

Time: 3–6 days over a period of 4–12 weeks; this program can also be extended to train internal resources for some workshop delivery.

## Learning to Flourish

How do we sustain our energy, motivation, and flexibility amidst the day-to-day demands of work, community, and family? This personal change program includes self assessment against eight characteristics of resilience, self-reflection, and the development of individualized, proactive strategies that focus your energy on being who you want to be, while achieving your personal and professional goals during change. Topics include the following:

- Exploring how your preferences show up in stressful or changing times
- Understanding resilience – your own and others
- Applying your strengths for adapting and connecting
- Reframing negative self talk
- Developing personal transition strategies
- Identifying areas of personal control and influence
- Letting go of unhealthy beliefs or behaviours
- Creating an appreciation for strategies that relax and refresh you
- Deeper exploration of Jungian principles that can guide your path to individuation

Participants: Any person experiencing personal or organizational changes

Time: 1–2 days

