



RESILIENCE TO/COPING WITH CHANGE

What is this program about?

Resilience to/ Coping with Change (can be for all clerk-grade staff, but particularly aimed at non-management staff)

- ✚ Enables & empowers staff with practical tools & an action plan to cope better with intense change even in unknown situations, and hence enable the organisation to provide as close to an uninterrupted service to clients as can be reasonably possible
- ✚ 1 full day's training
- ✚ Option of follow up group facilitation or advanced workshops if required

"I believe that organisations who are going through change would benefit from all staff attending this course. It helps to prepare individuals for change" *Participant, Housing NSW*

PROGRAM OUTLINE

Resilience to & Coping with Change

The main aspects of this will be building personal awareness, resilience & coping skills, building positive motivation, self-empowerment & taking action.

"The course was very informative, gave me good skills for coping with change in all areas of my life. I would recommend this course and presenter to anyone, great content, gave me great coping skills"

Participant, NSW FACS

The key message of the training will include:

- ✚ **Thinking differently**
 - ✚ Thinking styles, thoughts and impact
 - ✚ Getting staff thinking about the positive aspects of this change
 - ✚ Locus of control awareness, strengths & limitations, ways to change
 - ✚ Thinking differently about what they might do in the future
 - ✚ Generally considering values & what they may want to consider for their next step
 - ✚ Opportunities inherent in what may seem to be a dismal situation
- ✚ **How are you feeling?**
 - ✚ Getting staff to consider their personal reaction to change
 - ✚ Building personal awareness and awareness of others
- ✚ **What to expect regarding change & skills to deal with that change on a personal level**
 - ✚ Putting Perspectives on Change
 - ✚ Awareness of Emotions, dealing with them
 - ✚ The Grieving Process
 - ✚ Fear: what is it & how to overcome/cope with it
 - ✚ Positive thinking & other coping strategies
- ✚ **The Change Curve**
 - What to expect regarding change & skills to deal with that change on a personal level
- ✚ **Comfort Zone explanation, impact of getting/not out of it**

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- ✦ Opportunities inherent in what may seem to be a dismal situation
- ✦ Awareness of their responsibilities to move out of comfort zones

✦ **Importance of taking action**

- ✦ Importance of being proactive i.e. not just sit there and wait to be magically 'placed' somewhere else
- ✦ Importance of taking responsibility
- ✦ Importance of not fighting change

“It was very practical, and has provided me with real strategies. It provides practical ways to deal with issues regarding changes”. *Participant, NSW FACS*

“Has helped allay some of the 'unknown' we are all going through by saying it is ok to feel this way - but giving you strategies and tools to manage this change.” *Participant, Housing NSW*

What can this program achieve?

Feedback from around 1000 participants averaged in the very good to excellent range.

Southern Cross Coaching & Development (SCC&D) has successfully delivered this program to around 1000 participants across several agencies, including NSW FACS i.e. areas of ADHC as part of the GSE Act/ NDIS transition & Housing NSW as part of the ongoing Localisation process). SCC&D has delivered programs at Executive, Middle & Senior Management & non-management staff level.

Could relate all topics to professional and personal life. Will be able to use processes to assist in coping with changes in my life. Presenter kept the group engaged. *Participant, Housing NSW*

SCC&D has also delivered versions of it to other agencies, for example NSW AMES, which went through a huge restructure & downsizing resulting in approx 240-270 managers, executives & staff losing their positions.

After SCC&D delivered our Change programs at AMES, the staff and managers kept the organisation functioning at full capacity, seamlessly continuing to delivering services to its clients (i.e. ongoing, uninterrupted education to students) throughout the turmoil, right up until the final day, despite managers & staff having to work under exceptionally challenging conditions.

The training SCC&D delivered to AMES also helped staff even before the actual details of the change was fully announced. Staff & managers knew a huge change was coming, but were not aware of the exact details & the full extent and timing of the coming change.

“Due to the practical exercises we did I can see how I can implement these practices in my workplace as well as at home. The information was well presented, had a hands on approach and presenters were very knowledgeable” *Participant, Housing NSW*

Easy to follow, practical content. Interactive learning; motivational & reflecting. The action plan!
Participant, NSW FACS

Some of the results this training & coaching program can achieve:

- ✦ Staff are much more likely to support & go along with the Change rather than resist it
- ✦ Improved staff resilience to Change
- ✦ Improved personal leadership Skills

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- ✚ Improved communications up, down & across the organisation
- ✚ Demonstrates the organisation's concern & care for its staff
- ✚ A thorough understanding of how Change affects people
- ✚ A plethora of practical tools to help cope with Change
- ✚ The practical skills & increased confidence to navigate even extreme & unknown
- ✚ Staff are much more ready for change & have the knowledge & practical tools to handle its sometimes adverse effects
- ✚ Fear of change is mitigated before it seriously compromises the effectiveness of the workforce
- ✚ An understanding of the importance of emotional factors upon yourself and others
- ✚ Practical coping skills to take back to the workplace
- ✚ A Positive Action Plan for staff to implement as soon as they leave the training (and during it)

“Excellent presenter, explained things, listened to others, gave lots of examples & encouraged discussions. Good practical tools useful for applying in the workplace - especially the to do action plan part. Thanks.”

And of course, over time, these results are likely to impact not just the individual participants themselves, but also the bigger picture, which will ultimately filter down to better service for the people the organisation serves - the clients (internal or external).

“Great facilitator. Good balance of slides and group discussion kept it engaging and interesting. Good practical tools useful for applying in the workplace. Thanks.”

STRUCTURE OF TRAINING PROGRAM

Each element is a one-day face-to-face training program.

Optional follow up Supporting Facilitation/ Action Planning sessions & an Advanced program are available if required.

Specific tailoring of the program

The program will be specifically tailored to the organisation's specific circumstances & also to each individual group.

“Awesome course well presented. I no longer feel suicidal! Thanks.” Participant, NSW FACS

Each group can outline specific situations where they have/ expect difficulty with change, & these can be addressed in role plays and in general in the training program on the day. In addition:

- ✚ Points of theory will be adjusted to suit the level of people attending
- ✚ SCC&D will liaise with the organisation ideally at 2-3 weeks before each course to discuss the level & needs of those participating in the forthcoming course
- ✚ Anchoring & connection of the learning relative to the organisation's systems & philosophy

The program can be uniquely modified, combined or added to as required.

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Please contact Southern Cross Coaching & Development on 02 7901 5618 (please note: you may have to dial the 02 even if you are in NSW as this is a VOIP number) or email: getresults@southerncrosscoaching.com.au for more information & to discuss requirements.

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