



DELIVERING SUSTAINABLE GROWTH WITH TRACTION



A COMPREHENSIVE TRAINING STRATEGY

Change Management Training

*Thought Provoking
Action Oriented
Practical Guide*

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Change is a constant; Is your team prepared?

Are all stakeholders in alignment?

Have you heard of Adaptability Quotient (AQ)?

Can you manage the speed bumps of change?

Is your Culture conducive for a new Direction and Energy?



If not, would you like to:

- Have your team know how to prepare for change
- Understand the dynamics of change
- Learn how to deal with change
- Leverage the use of [Emotional Intelligence](#)
- Have a positive and inclusive working environment
- Get Personalized, Experiential Change Management Training



Our Vision

Create a workplace where:

- We “Get 100%, out of 100% of the Employees, 100% of the time” - James O. Rogers
- There is excellence in the customer service experience
- Productivity thrives
- Individuals adapt to unforeseen circumstances
- Senior team works toward a shared vision of success
- Team members feel recognized, and receive support within the organization.



Our Commitment

We understand that you are embarking upon a major initiative where your main focus is on improving Customer Service skills. We are also aware of the importance of this initiative.

This is based on our current understanding of your organization & needs. We have yet to determine the specifics. At this point we don't know what we don't know.

We will customize it to reflect the findings of our analysis, talks and discovery.

We are ready to impress upon you that we have the drive and determination to fulfill your objectives for this project.



Encore's Philosophy

RESPECT the individual.

We recognize that every group includes a wide range of individuals with differing needs and abilities. We work to create and maintain an atmosphere of openness and trust, and we value each individual's contributions.

DO RIGHT by the customer.

We always do the right thing. We strive to make every interaction with ENCORE a positive, friendly, and warm one. We care about our clients and want them to succeed, so we are always prepared to go above and beyond for them. We work to add exceptional value to every program or presentation.

LIVE with integrity.

Integrity isn't a 9 to 5 job for us. We put our core actions into practice every hour of every day. Living with integrity also means that we operate with consistency: What you see is what you get. What we say is what we do.

PROVOKE thought.

We train for lasting change and results. We can't get that if we don't make our process an active one. We don't bring about change if we do the thinking for our clients; so rather than provide answers, we offer tools that help people figure things out for themselves.

ENCOURAGE positive disagreement.

Organizations that stuff offices full of people unwilling to give honest opinions can't grow and maintain their vitality. We train our clients to welcome conflict and teach them to use it as a constructive force. Open dialogue, different ideas, and fresh perspectives are welcome and desired in all of our workshops and engagements.

SHOW, don't tell.

We recognize the many different ways individuals learn, and listening is only a small part of the process. All of our programs include active, hands-on learning to help participants boost their performance.

Why Encore

- Not just a Vendor but a **Partner** in your progress
- Our pre-training Comprehensive Assessments
- Experiential and Active learning vs Passive Learning
- References
- We make learning a Fun Experience
- We show not just tell
- We Provoke your members to think
- Behavior Changing experience



Our Approach

Strong teams are not created overnight. They aren't formed by policy, procedure, or measuring key performance indicators (KPIs).

High-performing cultures have alignment in values and mission. They build an environment where employees can bring their best to work in order to yield a high performing organization.

Our intention is to have a behavior changing transformation in your organization. We've seen organizations transcend their cultures and ignite success time and time again. Our goal is to provide an experience that builds confidence and gives the tools to begin one of the most important journeys in your organization's history.

A BLENDED TRAINING STRATEGY				
Define	In-depth Assessments	Pre-Training Interview	Build Response Mechanism	Identify KPI's
Design	Training Elements and Interactive Content	Secure Buy-ins from key Stakeholders	Produce Training Guide	Prepare Presentation
Deliver	Customized Training	Conduct Group Interactive Elements	Train-The - Trainer where required	Review Effectiveness with Stakeholders
Drive	Post-Training Assessments	Implement Post-Training Accountability Measures	Post-Training Live Follow-up Webinars	License Content

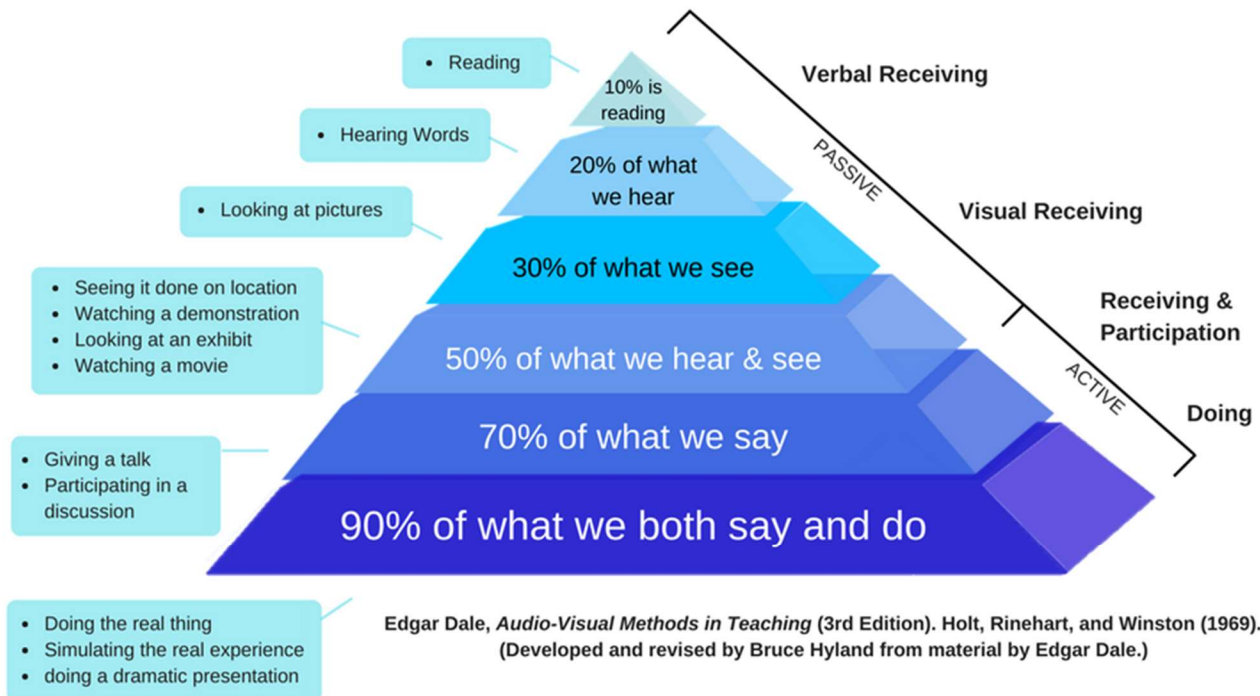


Encore's Unique Techniques

- Culture and language integration. We will integrate your company's unique language into our training. Terms and particular situations exclusive to your company will be implemented as well.
- We incorporate the best of the East and West with our Wholistic approach.
- As a small company we are agile and adaptable to your company's schedule and training needs.

Cone of Learning

We Tend to Remember Our Level of Involvement





Change Management

INTRODUCTIONS AND WARMUP

- Review Objectives of this training
- Meet and greet – Warm up exercise

WHAT IS CHANGE MANAGEMENT

- What Happens? The Cycle:
 - Status Quo
 - Change
 - Resistance
 - Compliance
 - Acceptance
- Alignment of Corporate Vision with team
- Transition vs transformation
- Individual Exercise

PRE- REQUISITES FOR CHANGE

- Defining
 - Goals
 - Success Criteria
 - Timeline
- Leadership – trickle-down effect
- Defining the Stakeholders
- System of accountability
- Behavior - MODY'S 5 A's
 - Attitude
 - Awareness
 - Acceptance
 - Adaptability
 - Advocacy

PREPARING FOR CHANGE:

- What's in it for me?
- Reasons for resistance
- Understanding the Impact of Change
- Getting Buy-ins

DRIVERS OF CHANGE:

- Leadership driven
- Marketplace forces
- Customers initiated
- Process oriented
- Product improvements



- Workforce developments

COMMUNICATING & IMPLEMENTING CHANGE

- Clear communication
- Evaluate Your Feelings
- Acquire Facts & Information
- Levels of Change
 - Individual
 - Team
 - Organization

DEALING WITH CHANGE:

- Don't React, Respond
- Evaluate Your Feelings
- Acquire Facts & Information
- Leverage Your Skills & Abilities

MANAGING CHANGE

- Power of habits
- Diluting Ego
- When things go wrong
- Taking Ownership
- Coping with Uncertainty and fear
- Know the importance of change and that it is constant
- Group activity: Discuss changes that have happened in your Organization

AGILE CHANGE MANAGEMENT:

- Establishing performance metrics
- Monitoring change
- Adjusting change
- Engaging the team
- Risk Assessment

WHY CHANGES FAIL?

- Political environment
- Lack of Vision
- Manpower issues
- Lack of oversight
- Short-sightedness
- Systems failure
- Changing Business environment
- Technology and Innovation



STRATEGIC THINKING

- Creating a Vision
- Having Morals, Ethics and Values
- Defining Strategy and Mission
- *Being a contrarian*
- Thinking Short and Long
- Cultivating the right mindset
- Recognizing Opportunity
- Following your passion
- Thinking outside the Box
- Being an Incubator
- Managing Resources – Organizational efficiencies
- Risk Taking – Learning from failures
- Exit Strategy and succession plan
- The Wholistic approach
- Individual activity: Describe yourself 5 years from now using Visualization

CHALLENGING WORKING ENVIRONMENT

- Working in harmony with your team & aligning common goals
- Synching Visions and Values
- How does your individual philosophy fit in?
- Fostering Goodwill – creating a positive energy
- Inclusion and Diversity
- Recognize & Break down Invisible Walls
- Working under stress
 - How to manage stress
 - Working under the influence of negative emotions
 - Preparing for the unexpected
 - De-escalating tension
- Activity – PRO/CON

HIGH PERFORMANCE TEAM

- Role Model behavior
- Characteristics of a Successful Team
- Team Mission
- Team S.E.C.R.E.T.
- Team Process
- Understanding Organizational Differences
- Power of influence – Individual Activity
 - Identify your areas of concern
 - Build your influence (model)
 - Actions you can take to increase your influence
- Managing differences and conflicts:
 - Creating Win-win situations



- Relationships
- Diluting Ego
- Time management and handling priorities
- The Chief Happiness Officer
- Group Activity – Win all you can

TOTALLY RESPONSIBLE LEADER

- Four Critical factors
 - Mental fitness
 - Psychical fitness
 - Social fitness
 - Meta-physical Fitness
- Leading Others
 - Defining the scope of responsibility
 - Establishing clear expectations
 - Understanding the behavior of others
 - Documenting performance
 - Developing an accountability culture
 - Taking the right action at the right time
- Having a sense of higher purpose
- Individual Activity: What is your Bulls eye? Define your circles.

CLOSING

- Finalizing your personal SMART Action plan
- Developing a personal commitment for change
- Recap and review
- Words of Wisdom
- Answer questions
- Class Debrief

Note: The above is a generic comprehensive overview. It is more than 2 full days of training. It will be modified based on our analysis and discovery during the assessment and planning stage. The core concept will remain the same.



Interactive & Experiential Learning

Active Rather Than Passive Training:

Our training combines hands-on, interactive elements including group discussion, engaging group activities, visual aids, live speaking, and role-playing exercises. This active approach to training has been proven to increase understanding & retention for maximum results.

A Boutique Training Company:

We deliver a fully customized learning experience which aims at the heart of your specific needs and challenges rather than taking a one-size-fits-all, out of the box approach.

The key to learning that results in meaningful behavior change is creating an interactive session that uses learning techniques that actively engage participants. To this end our sessions use storytelling, humor and movement to enhance the dissemination and assimilation of core learnings. This is in addition to leveraging the following tools and methods to engage learning:

1. Group Discussion and Brainstorming – Facilitated discussion to provoke thought, encourage participant contribution, share resources and stimulate learning in a safe environment
2. Method Demonstration – Instructor demonstrates skill sets for participants to aid in understanding, to stimulate student interest and to provide a model to follow
3. Practice – Students put to action in real-time new skill sets
4. Cooperative Learning – Working in cooperative groups, gaining from each participant's efforts creating an atmosphere of achievement
5. Role Play – Requires active involvement of participants and provides a safe environment to test new skills
6. Individual and Small Group Activities – Learning through self-assessment and reflection and through peer collaboration to come to great understanding through participants' efforts
7. Visuals – Reinforces key learning points, improving audience participation
8. Case Studies – Review actual cases that demonstrate the challenges leaders face and the choices that are made.

“Tell me and I forget.

Teach me and I remember

Involve me and I learn.”

-Benjamin Franklin



Post Training Outcomes

There are a number of ways we can measure the efficiency of the training in the long run:

- Business Impact
- Behavior Observation
- Learning outcomes
 - Knowledge
 - Skills
 - Attitude
- Reaction – Participation Satisfaction
- Level of Interaction
- ROI
- Improvements in internal and external communications



We will assist in installing an effective measuring mechanism after our Discovery and assessment stage.

Optional Follow-up for Long-term Effect

(A multi-layered post training approach to keep up the momentum after the training)

1. **Free** Executive meetings for review of feedback and monitoring mechanism till the completion of this program
2. **Free** post training off-line support to each individual Trainee up to 30 minutes when requested by them till the completion of this program
3. **Optional** Live or Pre-recorded Webinars ending with an action item. Individual continuing learning at all levels to keep up the momentum This will include reinforcement of the universal principles and additional items that could not be included in the training.



Client Satisfaction

In 2018, Encore Consulting Group worked with chain of medical units in New York, training everybody across the boards at all positions and levels for over a of 1,000 employees.

At the end of the training, we summarized the scores we were given by each trainee and received an average score of **4.79 out of 5**.



Here's what our customers are saying about us:

- 1) "Really enjoyed the different perspectives with regards to diversity, particularly diverse personalities and the different attributes they bring. Also enjoyed the use of the self-reflection in different ways and methods to improve. Would definitely recommend the presenter as well as the material covered."
- 2) "Presenter did an outstanding job in engaging the class throughout the day with regards to the material. Not many training classes keep my interest but I truly enjoyed this one. Loved the group exercises."
- 3) "I thought the class was very enlightening regarding the different perspectives of thought in diversity. Made me realize some of the things I need to work on for myself."

Partial Client List





How to Make Training Stick

Success Factors

1. Alignment of Vision, values and philosophy
2. Buy-ins across the board from senior management
3. How much ownership each employee will take
4. Motivation and role-model behavior coming from top to bottom
5. Defining individual roles in this initiative
6. Improved communication between all levels and departments
7. Class evaluations
8. Installing a system of quantifiable measurements (KPI's) to assess the progress
9. Accountability from all levels of the workforce
10. Transcending barriers and unexpected occurrences

Success Factor Ranking

Training That Sticks

Research has shown that management makes the biggest difference when it comes to the success of training their teams. Follow this chart to see where the priorities really rank.

	Before	During	After
Management	1	8	3
Trainers	4	2	9
Trainees	7	6	5

Management is the most important link in the process of helping employees retain what they learn from a company's training efforts.

**Bob Pike, 1992*



Benefits of our Offering

1. Robust pre-training Assessment
2. Thorough brainstorming with executives before the training
3. Experiential and active training
4. Experienced Instructors

Benefits to your Organization

1. Manage Effectively
2. Positive Environment
3. Top-down Initiative with Role Model Behavior
4. Confidence that the Vision is Clearly Communicated
5. Harmony within the Organization
6. Positive behavioral change

Benefits to your Team

1. Positive Learning Environment
2. Experiential Opportunities
3. Thought Provoking Process
4. Works the Little Gray Cells
5. Improved Retention of the training

CLIMBING THE SOFT SKILLS LADDER





Next Steps:

To get the most out of this customized training program, follow these steps:

1. Read the topical outline in the previous pages
2. Give us a call to discuss
3. Discuss the pricing with us
4. Get the necessary approvals for this training
5. Select topics you believe are most important for your organization or let us plan a comprehensive package
6. Secure the delivery dates
7. Determine a discovery and pre-assessment call with our trainers
8. Now relax – we will do the rest.

Don't hesitate to reach out if you have any questions!
Call us at [678-766-6666](tel:678-766-6666) to discuss.

