

Leading Organizational Change

IN GOVERNMENT

January 20-21, 2005 • Arlington, VA
The Performance Institute

What You Will Learn

Key Stages of the Change Process

Assessment Tools to Surface and Overcome Resistance

Communication Strategies to Build Employee Support for Your Change

Develop Management Performance Measures

Meet OPM Executive Core Qualifications on Leading Change

How You Will Benefit

Devise a Project Plan for Change Management

Identify and assess the internal and external factors influencing change and affecting your workforce culture

Improve Communication with Employees

Introduce new ideas that will help your employees to achieve positive changes in performance

Develop Internal Change Agents to Lead Your Initiative

Learn strategies for identifying and removing obstacles to change in order to increase organizational effectiveness

Devise Incentives and Measures to Drive Change

Identify the most effective people for making decisions, solving problems and continuously improving the quality of your agency

Receive CPE Credit and Meet the Latest HR Mandates

Presented by:

The Performance Institute

Prepare to Manage Changes in Policy and Personnel in Your Agency in a New Presidential Term

www.PerformanceWeb.org

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PROGRAM AGENDA

Day One: January 21, 2005

8:30 **Registration and Continental Breakfast**

9:00 **Understand the Process of Organizational Change**
- Identify the frameworks required to manage change in your organization
- Develop a strategy to differentiate between change and transition

10:45 **Role of the Change Leader and Implementation Team**
- Solidify senior leadership and stakeholder support for an integrated change process
- Understand the power of culture in your organization, and how to link values with culture change

1:15 **Plan for Change: Align Your Change Management Initiative with Organizational Strategy**
- Implement a change management plan to drive organizational results and enhance performance
- Create clearly defined end outcomes and develop strategies to meet your change management initiative

2:30 **Assess Internal and External Resistance to Change**
- Evaluate risk and assess the critical elements of change
- Ensure your organization can sustain change by building individual resilience

3:30 **Build the Case for Change that Directly Addresses Points of Resistance**
- Involve people in developing long-term objectives and planning for change
- Share power with team members and others to encourage the implementation of the change efforts

4:30 **Adjourn**

Day Two: January 22, 2005

8:30 **Continental Breakfast**

9:00 **Develop an Effective Communications Strategy to Lead Change**
- Examine how to best communicate your change initiative to your internal workforce, external stakeholders and taxpayers
- Create employee buy-in and decrease resistance

11:00 **Establish Accountability for Change Implementation**
- Ensure agency mission and visions are consistent with long-term "values"
- Institute a bottom-up process for reorganizing systems and processes
- Develop performance measures that are specific and accountable

1:00 **Invest in Training to Facilitate Change Implementation**
- Identify the core competencies required to develop and implement an organizational vision
- Identify and integrate key issues affecting the organization

2:00 **Evaluate the Change: Assessing Organizational Response and Performance**
- Establish quarterly reviews to re-assess performance measures and the execution of the strategic plan
- Continue constant internal and external communication to deliver key messages concerning project implementation

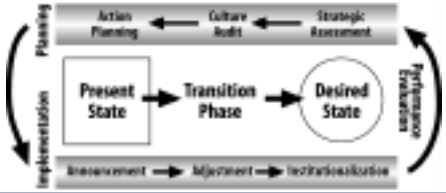
3:00 **Case Study: Developing Change Leaders**
Learn how to use leadership development programs to counter the loss of institutional knowledge and identify future leaders

4:00 **Adjourn**

METHODOLOGY COVERED

This training will focus on developing a change management strategy that is aligned with organizational mission and focuses on bottom-line results. At the end of this interactive training, participants will be able to identify key concepts of organizational change and understand the dynamics at work within their organizations.

Planning & Managing Change



RECEIVE CERTIFICATION & IN-HOUSE TRAINING



This event is part of the Human Capital Management Certification Program. In addition, the Performance Institute offers customized education programs to federal and state agencies that wish to train staff members in their own facility on change management. For more information about the certification and in-house training options available to you, please contact Blake Zach at 703-894-0481 or email him at Zach@PerformanceWeb.org.

Venue and Hotel:

Leading Organizational Change will be hosted at the Performance Institute in Arlington, Virginia, just one block east of the Courthouse stop on the Orange Line of the D.C. Metro. A public parking garage is located inside of the building. Continental breakfast and a catered lunch will be provided for delegates on each day.

The Performance Institute
1515 N. Courthouse Rd., Suite 600, Arlington, VA 22201
703-894-0481

A limited number of rooms have been reserved at a discounted rate of $115 at the Quality Courthouse Hotel, located two blocks from the Performance Institute. Please mention Performance Institute to guarantee this rate and ask to be put in the main tower, which has been recently renovated. In addition, a limited number of discounted rooms are also available at the Hilton Crystal City at National Airport at a rate of $159, or if available, the prevailing government per diem rate. A complimentary shuttle is available both before and after the conference. Please call the hotel directly to make reservations and be sure to ask for the Performance Institute conference rate.

Quality Courthouse	Hilton Crystal City at National Airport
1200 N. Courthouse Rd	2399 Jefferson Davis Hwy
Arlington, VA 22201	Arlington, VA 22202
Phone: 703-524-4000	Phone: 703-418-6800

Tuition and Group Discounts:

The fee for attending *Leading Organizational Change* is $1095. Reduced tuition rates for delegates who attend in groups of three or more are also available by calling Blake Zach at 703-894-0481 or emailing him at Zach@PerformanceWeb.org. Be sure to use program code **P386** when you register.

Cancellations and Quality Assurance:

The Performance Institute strives to provide you with the most productive and effective educational experience possible. If after completing the course you feel there is some way we can improve, please write your comments on the evaluation form provided upon your arrival. Should you feel dissatisfied with your learning experience and wish to request a credit or refund, please submit it in writing no later than 10 business days after the end of the training to: Chris DeMaio, Chief Operating Officer, The Performance Institute, 1515 N. Courthouse Road, Suite 600, Arlington, VA 22201 (phone: 703-894-0481). We will evaluate individual complaints in a context of collective comments from the event. **Note:** A $150 service fee will be charged on cancellations received less than three weeks from the date of the event. A credit memo will also be sent reflective of that amount, which can be used for a future Performance Institute conference.

CPE Credit:

Delivery Method: Group-live **Program Level:** Intermediate
Prerequisites None **Advanced Preparation:** None
CPE Credits: 12.5

The Performance Institute is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors. State boards of accountancy have final authority on the acceptance of individual courses for CPE credit. Complaints regarding sponsors may be addressed to the National Registry of CPE Sponsors, 150 Fourth Avenue North, Nashville, TN 37219-2417. Website: www.nasba.org

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REGISTRATION FORM

To Register:

1. Call 703-894-0481
2. visit www.performanceweb.org
3. or fax this form to 703-894-0482

DELEGATE INFORMATION

PRIORITY CODE: P386-WEB

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METHOD OF PAYMENT

☐ Check ☐ Purchase Order/Training Form ☐ Credit Card

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