



**Summary** The capability of bringing about change in business systems, processes and relationships is a vital competitive advantage for any organisation.

Knowing what to do is important but if it does not get done there is no advantage.

This presentation will detail the principles of managing change in the context of a provider-customer relationship and explore some opportunities for ensuring the desired outcome is achieved.

At the completion of the presentation participants will have a clear understanding of the important elements in successful change management, how it relates to their situation and some actions to carry into the workplace.

**Time** 2 hours

**Content** What is change leadership?

What is our purpose and what's in it for them?

Get the expectations and outcomes clear

Leading change and influencing others – personality and people

Build an influential team to drive change

Look for the gaps and fears

Communication overdrive

Create Short term wins

Don't let up or mess up

Summary and agreed actions

**Delivery** PowerPoint presentation with interactive discussion and agreed outcomes

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