

*It's Time To Stand Out*

# Change Management - Change and How to Deal with It



Managers traditionally have had the task of contributing to the effectiveness of their organization while maintaining high morale. Today, these roles often have to be balanced off with the reality of implementing changes imposed by senior management. Managers who have an understanding of the dynamics of change are better equipped to analyze the factors at play in their own particular circumstances, and to adopt practical strategies to deal with resistance. This one-day workshop will help you deal with change and will give you strategies to bring back to your employees.

## What You Will Cover:

- The change process
- Who Moved My Cheese?
- The pace of change and the pace at which people adopt change
- The pyramid response to change
- Resisting and welcoming change
- The Four-Room Apartment of change and how to use it
- Managing anger
- Dealing with stress
- An action plan for success

## How You Will Benefit:

- Accept that there are no normal or abnormal ways of reacting to change
- See change as an essential element that is positive
- Recognize that adapting to change is all about attitude
- Identify the stages of change we go through as we learn to deal with change
- See change as an opportunity for self-motivation and innovation
- Develop strategies for dealing with and accepting changes in your organization.

## Register now—

**Title (Please Circle) Mr Mrs Ms Miss**

**Name**

**Business Name**

**Postal Address**

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**Postcode**

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**I would like to pay by**  **Cheque**

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**Credit Card Number:**

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Telephone: 1800 66 00 00  
Fax: (07) 47285905  
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## REFUND POLICY

1. This contract becomes binding upon payment of tuition fees or return to us of a completed registration form.
2. This agreement and the rights and obligations of the parties hereunder shall be governed and construed in accordance with the laws of the State of Queensland.
3. All notices must be in writing.
4. Cancellation before Commencement:
  - 1) More than 7 Days Notice - Full Refund
  - 2) Less than 7 Days Notice but not less than 48 Hours Notice - 50% Refund
  - 3) Less than 48 Hours Notice but more than 24 Hours Notice - 25 % Refund
  - 4) 24 Hours or Less Notice - No Refund will be provided
5. Cancellation after Commencement: After the start of the course a refund of the balance of unused fees may be considered for serious medical reasons only and will be at the sole and unfettered discretion of the course provider. (A Medical certificate is required).
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7. The customer and attendee agree that the course provider will not be responsible whatsoever for any damage, loss or claim against or suffered as a consequence of any matter or thing including negligence of the course provider.
8. The customer and attendee agree that they will be jointly and severally liable for any property damaged as a consequence of the attendee's attendance of a course.
9. All training courses must be paid in **FULL**, before an attendee's course position is guaranteed. Purchase Orders with Credit Card Details will only be accepted as having been fully paid if Credit Card Details are included on the Purchase Orders and the Merchant Facility has processed them as valid. We accept the following credit cards – Visa, Mastercard, Bankcard and American Express.
10. By completing the registration form and declaration below you accept the conditions of registration and the customer and attendee accept that these conditions supersede any conditions noted on any purchase order provided.

## Other Business Courses Available

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- Anger Management: Understanding Anger - Yours and Others
- Budgets and Managing Money
- Building Self Esteem and Assertiveness Skills
- Business Etiquette: Gaining That Extra Edge
- Business Leadership: Becoming Management Material
- Business Writing that Works
- Change Management: Change and How to Deal With It
- Coaching: A Leadership Skill
- Communication Strategies
- Conducting Effective Performance Reviews
- Conflict Resolution: Dealing with Difficult People
- Conflict Resolution: Getting Along in the Workplace
- Customer Service Training: Managing Customer Service
- Customer Service: Critical Elements of Customer Service
- Delegation: The Art of Delegating Effectively
- Hiring Smart: Behavioral & Performance-based Techniques
- Human Resources Training: HR for the Non HR Manager
- Inventory Management: The Nuts & Bolts
- Marketing and Sales
- Meeting Management: The Art of Making Meetings Work
- Motivation Training: Motivating Your Workforce
- Negotiating for Results
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- Sales Training: Dynamite Sales Presentations
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- Skills for the Administrative Assistant
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- Stress Management Training
- Team Building: Developing High Performance Teams
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RTO QLD Pty Ltd  
Trading as *One-on-One Professional*  
*Business Training*  
A.B.N: 86 124 003 818

**Address:** Unit 6, 286 Ross River Rd  
Aitkenvale Q 4814  
**Telephone:** 07 4728 5582  
**Fax:** 07 4723 7814  
**Email:** info@NQTraining.com

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