

Included in both Half- and Full-Day	
Section	What Participants Learn
Understanding The 6 Change Reactions	<ul style="list-style-type: none"> • Why change programs backfire • Why trying to help people change is keeping them from changing • How to map your team or organization on The 6 Change Reactions Curve • Why many change teams die a slow death after going in circles until the forward thinking people disengage • How to set up a team for a quick start
Accelerate Momentum	<ul style="list-style-type: none"> • Why the sure-fire change champions often burn out and disappoint us the quickest • How to find and train change sales people who can convince the critical few who will move the change forward
Disperse Resistance	<ul style="list-style-type: none"> • How to keep negative people from taking over your team • How to identify the helpful negative employees (and how to keep them from killing innovation) • How to help the negative use their negativity to speed things up rather than bog them down • How to separate the dangerously negative people from the merely irritating • How to intervene with negative people before everyone becomes annoyed • How to deal with the one percent hardcore resisters so they don't ruin everything • How to empower associates to help their managers deal with the dangerous "Light Eaters"
Included in Full-Day Only	
Section	What Participants Learn
Release Emotions	<ul style="list-style-type: none"> • How to know when to be patient and when to push
Refocus Discouragement	<ul style="list-style-type: none"> • How to turn around positive people who are becoming negative • How to help people cope with discouraging changes
Raise Performance	<ul style="list-style-type: none"> • Why focusing too much time on the wrong team members lowers their performance • How to raise the performance of everyone on the team