

## CHANGE MANAGEMENT PROGRAM

### Program Overview

A practical, leadership-focused training series designed to help managers navigate change with clarity, confidence, and compassion. Participants will learn how to focus on what's within their control, understand the change process through ADKAR, and effectively support their teams using proven change-leadership practices.

**Workshop 1: Taking Control of Change & Uncertainty** - Help participants understand what is within their control, shift their mindset during uncertainty, and build personal resilience to lead effectively through change.

**Workshop 2: Navigating Change Through ADKAR** - Equip participants with a clear understanding of the ADKAR model and how to use it to support both themselves and their teams as they move through change- Awareness, Desire, Knowledge, Ability, Reinforcement

**Workshop 3: Supporting People Through Change Using CLARC** - Strengthen leaders' ability to support direct reports through change using the CLARC roles—Communicator, Liaison, Advocate, Resistance Manager, and Coach. Participants will explore these critical roles people leaders play during change and practice practical ways to support clarity, confidence, and momentum within their teams—even when they don't have all the answers.

**Workshop 4: Anticipating & Responding to Resistance** - This session helps leaders anticipate resistance early and respond skillfully when it does arise. Leaders will practice preventing resistance through intentional leadership actions and preparing aligned responses when resistance shows up—without escalating tension, fragmenting messages, or eroding trust.

**Workshop 5: The role of the Sponsor - Driving Change Success** - This session explores the critical role of sponsors in driving successful change. Participants will learn how to be effective sponsors by following the ABCs: Active and visible participation, Building a coalition of sponsors, and Communicating, supporting, and promoting the change. The workshop also covers common pitfalls and provides practical exercises to help leaders actively support, champion, and communicate change within their teams and organization.

**Workshop 6: Creating Our Change Leadership Plan (By Request Only)** - Bring together key learnings from Workshops 1-5 to co-create a practical, shared team plan that outlines how leaders will collectively lead change, communicate, support employees, and maintain accountability.

# PSYCHOLOGICAL SAFETY PROGRAM

## Program Overview - Team Track (Employees & Supervisor)

This flexible learning program helps employees and supervisors build psychological safety – creating a workplace where people feel respected, valued, and confident contributing their ideas. Offered as a three- or four-session series, it deepens understanding of how stress and thinking patterns shape behaviour while strengthening communication and interpersonal skills.

Through reflection, discussion, and practical skill-building, participants learn how to navigate challenges with greater clarity and intention. The program concludes with shared team practices that support trust, collaboration, and overall workplace well-being, giving participants tools they can apply immediately.

## Program Topics - 2 Hour Workshops (program available in 3 or 4 session format)

**Workshop 1: Foundations of Psychological Safety** – Gain a shared understanding of psychological safety and what strengthens or undermines it. Participants explore team behaviours, trust-building factors, and opportunities to create more open, inclusive communication.

**Workshop 2: Cognitive Flexibility & Reactive Patterns** – Build awareness of how stress shapes thinking and reactions. Participants learn practical cognitive-flexibility strategies to pause, reframe, and respond with greater intention during challenging moments.

**Workshop 3: Navigating Communication & Challenging Conversations** – Strengthen communication habits that support trust and reduce defensiveness. Participants practice simple frameworks to handle tension, feedback, and difficult conversations with clarity and empathy.

**Workshop 4: Repair, Accountability & Team Takeaways** – Learn constructive approaches to conflict, missteps, and repair. Participants identify team strengths, clarify shared expectations, and create commitments that sustain psychological safety over time.

*A learning track specific to people leaders is also available by request.*

## FOCUSED 2-HOUR WORKSHOPS

### Acknowledging Bias & Leveraging Microinterventions

Build awareness of bias and apply practical strategies to strengthen inclusion and psychological safety.

### Mastering the Feedback Loop

Strengthen the ability to provide and receive feedback in ways that build trust and support growth.

### Maintaining Balance

Develop strategies to manage stress, prevent burnout and sustain well-being during periods of change.

### Communicating Effectively

Enhance written and verbal communication to improve clarity, collaboration and professional relationships.

For more information visit [mun.ca/hr/myhr/employee-development/](https://mun.ca/hr/myhr/employee-development/)