New product rollouts, regular software updates, regulatory or policy changes, staffing, etc. All changes in the workplace can create drama and slow down productivity. Learn how to manage those changes so that your employees can adapt and perform as quickly and easily as possible.

**Deliverables**

- Identify what makes change successful or unsuccessful
- Identify strategies a leader can use to facilitate change
- Describe common reactions to change and successful ways of managing those reactions.
- Practice strategies for dealing with strong resistance
- Explain how to develop a change management plan

**Cindy Daniel, Training Specialist**

- College of William and Mary graduate in Business Management
- Twelve years as a National Account Manager and Agency owner for Xerox Corporation
- Marketing Director for Muskegon Catholic Schools for four year
- Core Competencies: Leadership Development, Employee Engagement, Effective Communications, Change Management, Conflict Management, Strategic Sales, Customer Service, Managing Multiple Generations, Team Building, DiSC