Change Management

**SCHEDULE**
Tuesday, April 18 2017
8:30 a.m. - 12:30 p.m.

**LOCATION**
NMC Aero Park Campus
2600 Aero Park Drive
Traverse City, MI 49686
Room 101/103

**COST**
$95 per person

**REGISTRATION**
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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

**HEATHER FRAIZER, Ph.D, Training Specialist**
- Expertise in manufacturing, office, and healthcare process improvement with an emphasis on Leadership Skills and Lean Principals.
- Master’s degree and Ph.D in Political Science at the University of Colorado, Boulder
- Lean Healthcare Certification, University of Michigan
- Lean Champion Certification, Northwestern Michigan College
- Certified DiSC Behavior Trainer

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