

## Change Management

*Collective Voices offers a training focused on program development and strategy around team-related barriers, conflicts, and fractures.*

***The length of engagement with Collective Voices varies based on your needs and will be determined during the needs assessment call.***

Change management focuses on the people side of businesses - providing the support needed to reduce resistance and gain buy-in. Ideally, Change Management starts as soon as possible after an organization ponders changes but before making any big decisions.

Collective Voices helps your business by supporting your employee experience and work environment while it goes through periods of transition and change. You will be a part of creating a custom-designed plan that caters to your organization's developmental needs.

My strategy is to listen to your concerns, gather information, understand your business' goals, and help you establish your path to success to drive these outcomes. Collective Voices will offer you tools to implement and communicate change, address workplace culture and conflicts in an effective fashion, and support leadership while you continue to run the business.

Collective Voices change management services *can* include all components of the Conflict & Repair Dialogue services.

### **Collective Voices change management' services offer tools to:**

- Understand how your team reacts to conflict
- Learn effective listening skills and assertive communication skills
- Navigate conflict more successfully
- Give and receive effective feedback
- Enhance leadership and practice communication skills through experiential activities
- Improve creativity and collaboration
- *Use learned skills to discuss how to implement change, clarify the vision and direction of the business, and address conflicts and workplace culture.*

### **Leadership:**

How teams operate is often a function of both what the leadership expects and models, and what *culture* staff create and maintain. Both are vital for the effectiveness and sustainability of the agency, school, business, department; staff longevity and investment; and the wellbeing of the leadership and the employees.

I have worked to inspire character development through dynamic wilderness expeditions for some of the most challenged individuals, families, and groups. Grounded in years of experience cultivating the group process on wilderness expeditions, I welcome the challenge of transforming groups of leaders and individuals into teams that are equipped to proactively maintain mutual respect and respond to and manage conflicts as they arise.

Through interactive training, I help groups explore their interpersonal dynamics in order to develop a stronger, more open and inclusive culture. Collective Voices helps to uncover each person's strengths and contributions so the team can become more effective, influential, inclusive, cohesive, and productive.

### **Communication and Conflict:**

One of the most common challenges that organizations is the lack of ability to handle and negotiate effective and proactive communication and conflicts in a productive way. Ongoing communication and conflict issues can lead to employee burn out, high turnover and poor customer service unless you alter how conflicts are prevented and responded to, and that communication is made clear to employees. Management must be on the same page with decisions and an agreed upon method for delivery.