

ChangeMap™ for Managers



Driving engagement to deliver results.

Service highlights:

- Equips managers to lead, engage, and retain talent before, during, and after a single change event or throughout ongoing change
- Increases engagement and performance at both the individual and team levels helping organizations to meet their business and financial goals even while in the midst of transition
- Delivers sustained results through integrated group development and ongoing coaching

Target audience.

Managers responsible for leading and engaging people and teams during organizational change.

Key benefit.

Provides managers with actionable tools and techniques for leading individuals and teams in a way that refocuses, reengages, and retains talent to achieve business results.

Service overview.

Lee Hecht Harrison's ChangeMap™ program combines a group development session with follow-up coaching to present and reinforce effective change leadership strategies.

This program is:

- Practical – Focuses on what to do and how to do it
- Actionable – Uses timely and relevant business situations

- Customizable – Can be integrated with existing organizational models and frameworks
- Sustainable – Fosters strong change leadership capabilities over prolonged periods

LHH's Behavior-Based Change Model™.

Our proprietary Behavior-Based Change Model guides managers through a five-stage change process. Managers learn to identify where they and their employees are within the change process, and apply appropriate behaviors to drive engagement and performance.

ChangeMap™ service options.

ChangeMap™ for Managers can be adapted to specific participant groups, such as HR and Executives. Additionally, LHH offers two programs — ChangeMap™ for Employees and Developing Personal Resilience — designed to improve employees' own ability to deal with change effectively.

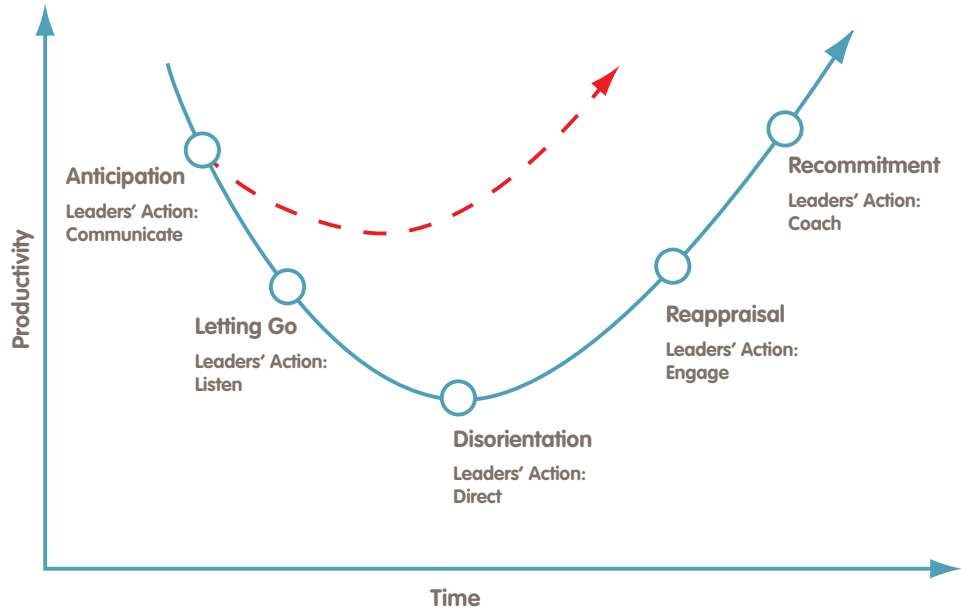
LHH Behavior-Based Change Model™ for Managers

Five Stage Change Process

- Anticipation
- Letting Go
- Disorientation
- Reappraisal
- Recommitment

Five Leader Actions

- Communicate
- Listen
- Direct
- Engage
- Coach



LHH ChangeMap™ Process for Managers



- Determine outcomes
- Link to the organization-specific business case
- Customize scenarios
- Integrate with existing resources and frameworks
- Finalize design and develop plan

- Establish relevance and context for change
- Understand and identify the five stages of change
- Apply key leadership actions
- Learn to lead change at the individual and team levels
- Engage people and teams using conversation and meeting roadmaps
- Use actionable, relevant, and practical tools back on the job

- Group coaching sessions
- Support leaders' actions to achieve results
- Focus on individualized engagement and retention planning
- Address "change fatigue" and build managers' capabilities to lead ongoing transition

- Present summary findings to key stakeholders on change issues and opportunities, program results, and determine areas for continued focus

The ChangeMap Process provides a turn-key, scalable solution which may be customized and expanded for full integration and sustainability.