

## **Course Title: Leaders as Change Agents**

Instructor: Carlann Fergusson

Location: Northwestern University

Wieboldt Hall, 339 E Chicago Avenue, Chicago, IL

Course Length: 2 days, 9:00 am – 5:00 pm

### **Course Description:**

As leaders or project managers you are expected to support organizational changes and get your team bought into those changes. You also create changes within your scope of work to create positive improvements to the products, services, people and revenue of the business, yet 80% of change efforts fail.

In this course you will learn how to be that successful influencer and creator of change. You will use proven processes for implementing lasting change that eliminate the risk of your change becoming another “flavor of the month.” You will gain the personal insight and skills to convince key stakeholders of your proposal and enlist others in your vision of change. These skills will also reduce resistance and eliminate the potential for legal action originating from mishandled change initiatives.

By the end of the second day you will not only possess a clear understanding of the mechanics of change within organizations but will have developed a vision for change and learned how to be a better influencer as a leader.

Learning Objectives: At the end of the two-day session students will have the models, knowledge and insights to:

- 1) Design change using proven methods to increase adoption success
- 2) Analyze the environment and variables to determine the barriers and strategies for change
- 3) Identify system implications to ensure sustainable change
- 4) Anticipate reactions to change and respond appropriately
- 5) Identify your strengths and challenges as a key influencer in your organization
- 6) Tailor influence communication to those in different stages of change and whose communication patterns differ from the student’s own style

**Required Course Preparation:**

- 1.) MBTI: Students will be provided with a link to take the Myers Briggs Step II assessment. If you have taken the MBTI Step II (Form Q) before please bring your report and a copy of the summary page to the first day of class so that learning activities can be tailored to the class.
- 2.) Application of Learning Planning Tool: Students will apply what they learn to real situations, one of personal change and the other work related. Complete the planning tool for each change and bring these to the first day of class.

**Instructor Bio:** Carlann Fergusson has spent thirty years creating and implementing successful change for Fortune 500s, government, and for non-profits. Her change experience includes:

- Organizational redesigns
- Start ups, expansions, downsizings and closures
- Mergers and acquisitions
- System changes
- Function and team performance turnarounds
- Individual performance turnarounds

The success of her change initiatives resulted in two Intel Quality Awards, Press Ganey's Innovation Award, the Department of Treasury's Treasurer's Award and a nomination for Visteon Automotive's Summit Award.

Her last five years in corporate were spent as a Senior Director level overseeing organizational development, training, leadership development, succession planning and executive coaching. She is now owner of Propel Forward LLC, helping companies prepare high potentials and succession candidates with the personal awareness and strategic skills to execute at the next level. Carlann holds a Masters in Industrial-Organizational Psychology from Southern Illinois University at Edwardsville.