



FLICC/American Management Association Leadership Series

# Planning and Managing Organizational Change

Change is inevitable but when changes occur, many employees lack the broader knowledge of why new systems and structures are necessary. As a result, frontline managers need to help organizations lead and manage change.

This two-day seminar will prepare managers responsible for facilitating or implementing change initiatives and identify key business drivers that typically underlie the need for change. This case study-based program will teach participants how to work with key stakeholders to build support and ensure positive outcomes. See next page for more information.

**AVAILABLE ONLY VIA FLICC! SAVE 73% OFF THE REGULAR PRICE!**

**Date** Wednesday, January 28—Thursday, January 29, 2004

**Time** 9:00 a.m. - 4:00 p.m. (Registration begins at 8:30 a.m. There is no entry to the Library of Congress prior to 8:30 a.m.)

**Place** Mumford Room, 6<sup>th</sup> floor, Madison Building, The Library of Congress  
Use the Main Entrance at 1<sup>st</sup> Street and Independence Avenue, S.E., Washington, D.C.

**Metro** Capitol South (Orange and Blue Lines)

**Sponsor** FLICC Education Working Group/American Management Association

**Registration** \$450 (includes workshop materials and refreshments). Registrations may not be shared among multiple participants. Visit the FLICC Educational Programs Web site at <http://www.loc.gov/flicc/feveform.html> to register online, or complete and fax this form to (202) 707-4825.

*Request ADA Accommodations five business days in advance at TTY (202) 707-6362 or [ACA@loc.gov](mailto:ACA@loc.gov).*

**Information** Call FLICC (202) 707-4800; TTY (202) 707-4995

**Cancellations** Cancellations must be called into the FLICC office (202-707-4800) 48 hours prior to the start of an educational program or the full fee will be charged.

**FLICC Leadership Series #1: Planning and Managing Organizational Change**

Name \_\_\_\_\_ Title \_\_\_\_\_

Organization \_\_\_\_\_

Address \_\_\_\_\_

City, State/Zip \_\_\_\_\_

Phone and Fax (include area code) Phone: \_\_\_\_\_ Fax \_\_\_\_\_

**FEDLINK Members:** FEDLINK ID \_\_\_\_\_ FY2004 IAG#2004 \_\_\_\_\_ Email \_\_\_\_\_

**Registration Fee:**

- Bill the registration fee to my existing FEDLINK Education/Training (FT) account.
- Establish an FT account or increase the funding in my existing FT account and bill the account for the workshop/program fee. Attached is an FY2004 IAG Amendment Request Transfer Pay Account Adjustment form to move funds from another of my agency's FY2004 FEDLINK accounts.

**Other Federal Agencies (Non-FEDLINK Members)**

- Attached is a standard government training form (e.g. SF182 or DD1556) or other billable document from my agency for the amount of the workshop/program. This amount covers *the registration fee plus the FEDLINK administrative service fee of 7.75%*. The Library of Congress will invoice my agency based on this document.

Register online at  
<http://www.loc.gov/flicc/feveform.html>  
or fax this form to  
**FLICC Attn: FPE Registration**  
**Library of Congress**  
**(202) 707-4825**  
Your registration is not complete until all appropriate documentation is received by FEDLINK and/or your account has been verified. If you will use a training form or purchase order, the originals must be submitted on site at registration.

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## Who Should Attend?

Managers who lead and implement various types of changes in management plans and those who want to broaden their current change management skills.

## What's on the Agenda?

- √ Major issues involved in organizational readiness
- √ Executive sponsorship to ensure the success of the plan
- √ Techniques to overcome emotional and intellectual challenges
- √ Greater mastery of key change management skills
- √ Effective communication plans
- √ Systems that support change
- √ Organizational recovery, rebounding and lessons from change

## What Are the Learning Objectives?

- ◆ Define change management and differentiate five types of organizational change
- ◆ Recognize and deal with strategic pressure points in a proactive way
- ◆ Build executive sponsorship and understand the role of top management in determining the success of change management
- ◆ Assess and identify major issues involved in organizational readiness
- ◆ Implement practical strategies for dealing with intellectual and emotional challenges
- ◆ Create a macro change-management strategy and execute a six-step change-management plan
- ◆ Identify the greatest contributors to the success of a change-management program
- ◆ Demonstrate greater mastery of key change-management skills
- ◆ Identify the most effective methods of communication and create communication plans
- ◆ Ensure human resource systems support rather than undermine change
- ◆ Help the organization recover, rebound, and learn from change

**The FLICC/American Management Association Leadership Series also plans to offer two other programs:**  
***Mastering Organizational Politics, Influence, and Alliances***  
**and *AMA's 5-Day Mini-MBA Program.***  
**Watch your mail for details.**