



Change Management Learning Pathway FY24

The Change Management Learning Pathway focuses on four areas: employee change management, leadership and change, organizational culture, and hybrid working. At the core of these classes is the objective to develop skills, knowledge, and abilities to adapt to changes at work, lead and motivate people, recognize cultural dynamics, and work more effectively in diverse teams and organizations.

Learning Pathway Classes

<p>Employee Change Management Circle of Influence Crucial Conversations for Mastering Dialogue^{1, 2, 3} Taking Charge of Change</p>	<p>Leadership and Change Certified Leadership Coach Practitioner NEW Experiential Crucial Conversations NEW Managing Change</p>
<p>Hybrid Working and Change Open Door: Coaching and Leadership Intercultural Conflict & Virtual Work Coaching Through Change¹</p>	<p>Changing Organizational Culture Intercultural Conflict Inventory Managing Problem-Solving Style Differences - KAI Organizational Culture and Change¹</p>

¹ Also in Management LP ² Also in Communication & Conflict LP ³ Also in Communicating Professionally in the Workplace
The pathway classes are available to all employees through MC Learns as individual classes as well. If you are interested in achieving the certificate, the table below will help you plan your schedule. Not all classes are offered yearly; it is at least a two-year plan.

Classes Scheduled for FY24

Class name	Timing	Class Date(s)
Open Door: Coaching and Leadership at MC	1.5 hours Zoom	- September 18, 1:00 pm – 2:30 pm - November 6, 1:00 – 2:30 pm - December 4, 1:00 – 2:30 pm
Experiential Crucial Conversations	2 hours Zoom	October 9, 3:00 – 5:00 pm November 13, 9:00 a.m.- 11:00 am
Crucial Conversations for Mastering Dialogue In-Person	2 Days In-person	January 10, 11, 8:45 am – 4:30 pm
Certified Leadership Coach Practitioner (MK 122)	2 Days in-person 2x3 hours Zoom	June 3, 4 (in-person) 9:00 am - 5:00 pm June 10, 12, 14 (virtual) 1:00 – 3:00 pm
Classes not listed will be offered in FY25		

*A learning pathway is a series of classes with an in-depth exploration of a skill area. When a pathway is completed, a certificate of learning is awarded to acknowledge your commitment to pursue the study and practice of a specialized area of professional development. Participation is paced to provide time to reflect upon your learning and integrate concepts and skills into your life and work.

Change Management FY24 - Learning Pathway Overview

Classes	Brief Class Description*
Certified Leadership Coach practitioner <i>Facilitator: Richard Forrest</i>	Follow an intensive certified leadership coach program. Earn ICF-approved educational hours and develop your leadership skills to incorporate powerful coaching principles, methods, and competencies at work.
Circle of Influence <i>Facilitator: Nathalie Thompson</i>	Examine events and circumstances in two categories: things we can influence and things we cannot influence. Examine how proactive people choose their responses to circumstances instead of reacting to circumstances beyond their control.
Coaching Through Change <i>Facilitator: Richard Forrest</i>	Applying newly learned skills or knowledge in the workplace is a key challenge. Examine techniques from coaching experts on how to realize your own desired change goals, and support employees' development goals, in daily work practices.
Crucial Conversations – Mastering Dialogue <i>Facilitator: Richard Forrest, Cynthia Mauris, Paul Miller</i>	Develop skills to plan and have an effective crucial conversation where stakes are high, emotions strong and opinions clash.
Experiential Crucial Conversations <i>Facilitators: Richard Forrest, Crucial Conversation alumni</i>	Refresh your knowledge and challenge yourself to apply what has been learned in previous Crucial Conversations training. In these sessions, share your experiences and continue to develop abilities to manage difficult conversations with greater confidence and desired impact.
Intercultural Conflict Inventory <i>Facilitator: Herb Stevenson</i>	Complete an inventory to identify core approaches for resolving conflict across cultural differences, and practice effective methods to work with diverse groups.
Intercultural Conflict and Virtual Work – preventing derailment <i>Facilitator: Herb Stevenson</i>	Everyday workplace dynamics are shaped by a variety of forces. A virtual work environment presents a different context from which normal work routines and relations play out. This session focuses on how we recognize and respond to conflict in a virtual environment, and how to keep work relations dynamic and safe.
KAI - Managing Problem-Solving Style Differences <i>Facilitator: Richard Forrest</i>	Learn and apply the Kirton Adaptation and Innovation theory to recognize dominant styles, manage differences and add creativity to problem-solving in diverse teams. Recognize and reconcile dilemmas to realize desired change.
Managing Change <i>Facilitator: Richard Forrest</i>	Apply a methodology to examine and manage change in the context of improving what is done well or fixing what is not working.
Open Door: Coaching and Leadership <i>Facilitators: Richard Forrest, Sandra Menzies</i>	Using an open-door concept these facilitated sessions seek to foster dialogue and activities. The FY24 theme is Leadership and Coaching. Challenging questions and Breakout rooms will drive these sessions. Choose to attend one or all three sessions.
Organizational Culture and Change <i>Facilitators: Richard Forrest</i>	Understand organizational behavior and systems based on a four-quadrant model and examine the impact of restructuring on people and departments. Develop competencies to reconcile contrasting views and expectations to change.
Taking Charge of Change <i>Facilitator: Joe Raia</i>	Analyze the types of changes we experience in our work lives, the impact of change on productivity, and how to help manage our responses to those changes.

* Complete class descriptions and outcomes are in MC Learns through Workday



The FY 24 program looks forward to seeing you!

Individual program classes are available for on-demand training in groups of 10 or higher. Please contact Richard Forrest for more information



When you complete a learning pathway, register in Workday for the Learning Pathway Certificate of Learning to obtain a form that you submit. When approved, you will receive your Certificate of Learning. Make a commitment to your professional development.

