

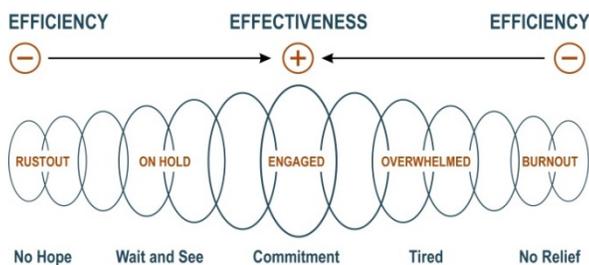
Working in Challenging Times™



Today's business environment, coupled with economic uncertainty, is a challenging place. To stay ahead of competing companies, organizations must address marketplace demands swiftly and execute their new strategy initiatives flawlessly. Implementing new strategies in a changed world requires people at all levels in the organization to be fully engaged and energized. However, change often results in employees who become frustrated. The organization then quickly becomes reactive rather than proactive, losing the speed and adaptability that won customers in the first place. The organization and its people often need help seeing change in positive, energizing terms.

Working in Challenging Times™ (WCT) is a one-day program with concepts and application for committing one's own discretionary energy on implementing company strategy. Participants learn to understand and manage their own reactions and self-talk about changed events. They develop a sense of personal accountability for realizing the positive potentialities in the change. The focus is on moving forward—both as an individual and in dialogue with coworkers.

The Energy Continuum



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Program Outcomes

WCT is a powerful organizational development program that will help individual contributors understand their role to implement business strategy during times of change, take charge of the change process that

surrounds them, and refocus their energy to move positively through times of change.

Learning Approach

WCT is an instructor-led one-day program that enables:

- Face-to-face interaction among participants and with the facilitator
- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action

Wilson Learning believes that learning must be transferred to day-to-day work practices. To achieve this, WCT includes components and activities that enhance Participant Readiness, Learning Transfer, and Organizational Alignment.

Participant Readiness prepares participants and managers for the overall learning experience:

- Pre-workshop communication

Learning Transfer embeds practice and use of new skills in the learning design. The learning can be flexibly delivered as a:

- One-day face-to-face, application-oriented workshop

Modules: Key Learnings Are . . .

Facing Challenging Times

Participants learn that business challenges require the full energy of all employees; individuals reflect on their own experiences of gaining and losing discretionary energy

Exploring Discretionary Energy

Participants learn how to recognize the signs that their own energy or the energy of coworkers is dissipating

Taking Stock

Participants learn how to reconcile their own loss due to change and to be of help to others

Going Forward

Participants learn that a mindset of “potentiality” is far different from one of “survival” or mere “transition”

Your People Will . . .

Be able to see themselves as contributors who are responsible to help the company, themselves, and each other through the business challenges facing them

Recognize patterns of energy loss and apply skills for refocusing energy

Help themselves and others take stock of loss experiences and begin to move positively through the change

Take accountability for change by working with a mindset of opportunity

Continued

Working in Challenging Times™ (WCT) has four integrated learning modules, as shown above. All can be delivered in modular format over non-consecutive days to allow application between sessions. This program can be taught by a Wilson Learning facilitator or by an organization’s own leader-trained in-house professional.

Organizational Alignment ensures the organization supports the use of the new skills:

- **Leading in Challenging Times™** (Optional)—a two-day instructor-led program for leaders to help understand their role in implementing business strategy during times of change

Enabling Improved Performance

As a result of completing the program, participants will be able to:

- Understand the link between organizational challenges and individual discretionary energy
- Recognize patterns of energy loss and apply skills for refocusing energy
- Help themselves and others take stock of loss experiences and begin to move positively through the change
- Take accountability for change by working with a mindset of opportunity

Some organizations expand the impact of the program to the leaders and influencers by offering the two-day companion program, *Leading in Challenging Times™*.

Evaluation

WCT helps develop a more proactive and powerful model for your organization, producing results in times of change.

Organizations that implement WCT can access optional measurement tools to assess and guide participants’ progress. Performance evaluation forms are provided as part of the program and can be used to measure leaders’ progress and success.

Wilson Learning will partner with your organization to measure the initial behavioral changes and business results. We will work with you to set up evaluation systems that help improve outcomes and sustain the momentum of your implementation.

This offering, like all others from Wilson Learning, can be customized to reflect your environment and business priorities and can be integrated with your processes.