

AIDT  
Change and how to Deal With It  
(Four Hours)

- I. Introduction
  - A. Overview of change
  - B. Learning objectives
  
- II. The Importance of Attitude
  - A. Same change, different attitudes
  - B. Attitudes are contagious
  
- III. The Change Process
  - A. Endings
  - B. Neutral Zone
  - C. Beginnings
  
- IV. The Pace of Change
  - A. Continuous change
  - B. Change takes time
  
- V. Reactions to Change
  - A. Innovators
  - B. Early Adopters
  - C. Early Majority
  - D. Late Majority
  - E. Late Adopters
  - F. Diehards
  
- VI. Responsibility for Managing Change
  - A. Top Management
  - B. Middle Management
  - C. Employees/Associates
  
- VII. Resistance to Change
  
- VIII. Key Factors in Successful Change
  - A. Empathy
  - B. Participation
  - C. Communication
  
- VIII. Strategies for Dealing with Change
  - A. Before
  - B. During
  - C. After