



Successfully Leading Change Management – The Malaysian Way

Training Overview

Change is often inevitable within the workplace. As an organization strives toward global success, its needs, processes, systems and structure would usually change to ensure continuous improvement and growth to match global industry standards. Great attention is often focused on implementing the changes with the least amount of disruption, downtime and expense. However, what is often neglected is the impact of change on its people and the identification of specific behaviours that are required to adapt and successfully drive organizational changes. All cultures have their own communication styles and methods of dealing with uncertainties, anxieties and changes. For a relationship-driven culture like Malaysia, how does your staff view change and what are effective methods to lead and manage the changes that your organization is about to embark on?

Course Objectives:

- Understanding the Malaysian view of change and how it affects their behaviour
- Identifying the issues, barriers and complexities involved in change management
- Recognizing the need for trust when leading staff through periods of change
- Developing the skills needed as a leader to ease the acceptance of change among staff
- Learning to collaborate and communicate with cultural understanding
- Creating strategies to overcome resistance to change
- Motivating staff to not only embrace change but to drive and support change

COURSE BENEFITS

- **IDENTIFY** the Malaysian view of change
- **UNDERSTAND** cultural issues and challenges that may arise from change
- **DEVELOP** strategies to lead with cultural understanding
- **FEEL** confident to lead, communicate and drive any change within your organization

WHO WILL BENEFIT

This two-day program is best suited for:

- **Team leaders** caring for staff who will be greatly impacted by change
- **Managers** taking the lead in driving and supporting change
- **Senior management** planning a process or organizational change



CULTURE BOLEH!
GLOBAL TRAINING



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Course Outline

Module 1: Concepts of change

- Introduction of *Kotter's 8 Steps for Leading Change*
- Your view of Change and Their View of Change
- Identify feelings and assumptions associated with change
- Understanding the Malaysian view of change based on the Malaysian cultural perspective

Module 2: Easing the Acceptance of Change

- Activity: See-Hear-Feel (Then)
- Understanding the Change Curve
- Presentation: How can their people can be helped to embrace change?
- Follow-up debrief: Key ways to encourage people to embrace change
- Activity: Get excited for change-An Advertising Campaign
- Activity: Short-term victories-A Treasure Map

Module 3: The Need for Trust

- Activity: See-Hear-Feel (Now)
- The erosion of trust
- The impact of a low trust working environment
- How trust is built
 - Between individuals, Team to Team, With Leadership
- Demonstrating Trust
 - Between individuals, Team to Team, With Leadership
- 7 Questions for Managers-Does Your Team Feel Trusted?
- Activity: See Hear Feel Reward
- How to take them where they need to go

Module 4: Trust in Change Management

- Creating a communication strategy to ensure trust and transparency
- Identify the Destination
- Vehicle to achieving our Future Culture
 - Trust = Credibility + Reliability + Intimacy
 - Self-orientation

- Building credibility
- Building Reliability
- Being Connected (Intimacy)
- Having Low Self-Oriented
- **Case studies for discussion and application**

Module 5: Behavioural Change

- The impact of the right mindset
- Why behaviour matters
- Culture's impact on behaviour
- Activity: Creating shared understanding and collaboration

Module 6: Embrace Change

- Developing the right strategies
- The secret ingredient – communication
- From Silo to One Team



**“When TRUST goes up,
speed goes up, and
cost goes down”**

- Stephen Covey



Steve L. Muhs M.Ed.
Lead Trainer

PSMB Certified Trainer
Advanced CQ Certified Facilitator
Certified Executive Coach

Steve is a member of the global community and as such has enjoyed the opportunity to work with and train people from over 50 different countries. Having spent the last 15 years living and working in Malaysia, he hasn't just taught cultural awareness, he's lived it. Steve is an excellent communicator and has enjoyed working with a variety of organizations throughout Asia, designing and facilitating courses that have cooperatively met their objectives with great success.



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