

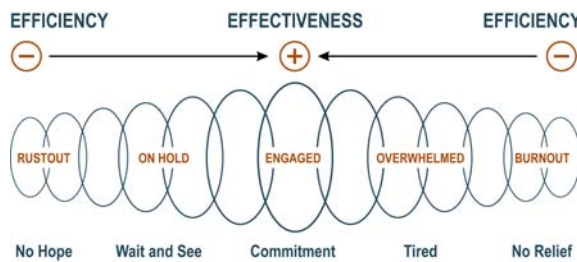


WORKING IN CHALLENGING TIMES

Today's business environment coupled with economic uncertainty is a challenging place. Organizations are continually driven to develop new market strategies, improve response time, and stave off nontraditional competitors. To stay ahead of competing companies, they 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, losing sight of what they do on a day-to-day basis. In response, the organization quickly becomes reactive rather than proactive, and loses 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 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.

- True-to-life skills practice with immediate in-person feedback
- The opportunity for real-time commitment to action



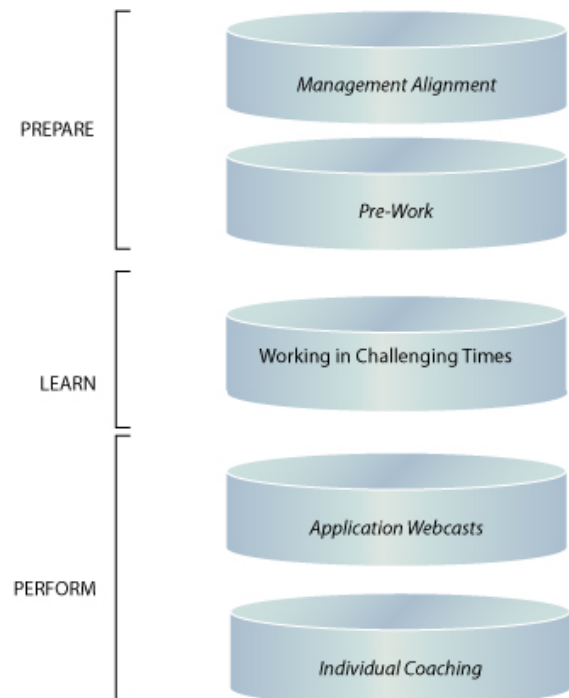
VALUE PROPOSITION

Working in Challenging Times 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.

APPROACH

Working in Challenging Times (WCT) is an instructor-led one-day program that enables:

- Face-to-face interaction among participants and with the facilitator



WCT has 4 integrated learning modules:

<i>Modules: Key Learnings Are ...</i>	<i>Your People Will...</i>
<p><i>Facing Challenging Times</i></p> <p>Participants learn that business challenges require the full energy of all employees. Individuals reflect on their own experiences of gaining and losing discretionary energy and how it typically goes through cycles as people face triggering events, take stock of their situation, and move forward through positive, conscious decisions.</p>	<p>Be able to see themselves as contributors who are responsible to help the company, themselves and each other through the business challenges facing them.</p>
<p><i>Exploring Discretionary Energy</i></p> <p>Participants learn how recognize the signs that their own energy or the energy of co-workers is dissipating. Through a video case study they discover the symptoms of lost energy—the four “d’s,”: disengagement, disidentification, disorientation, and disenchantment and practice how to respond to the four “d’s” in oneself and co-workers.</p>	<p>Recognize patterns of energy loss and apply skills for re-focusing energy.</p>
<p><i>Taking Stock</i></p> <p>Participants learn how to reconcile their own loss due to change and to be of help to others. They learn a self-management concept that shows the relationship between perceptions, self-talk and behavior, using a technique called “Stop-Challenge-Focus.”</p> <p>They also learn a four-step discussion model that helps them to apply the self-management technique in dialogues with co-workers.</p>	<p>Help themselves and others take stock of loss experiences and begin to move positively through the change.</p>
<p><i>Going Forward</i></p> <p>Participants learn that a mindset of “potentiality” is far different from one of “survival” or mere “transition.” Participants reflect on their own sense of potentiality, personal agility, and contribution in several reflective exercises. This ends with an action planning exercise.</p>	<p>Take accountability for change by working with a mindset of opportunity.</p>

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 re-focusing 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*™.

MEASUREMENT

Working in Challenging Times 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 in to measure leaders’ progress and success.

EVALUATION

Wilson Learning will partner with your organization to measure initial behavioral changes and business results. We have a common interest in making sure that *Working in Challenging Times* brings the results you seek. We are committed to helping you succeed. We will work with you to set up measurement systems to help move desired change forward 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 integrated with your processes.