

# Leading Through CHANGE

A neuroscience-based masterclass  
for leaders to feel empowered,  
equipped confident during CHANGE





# Who am I?

## **Szilvia DELLA PEDRINA**

(ex-Zalando, ex-bp, ex-IBM)

- Personal & business coach, trainer, change manager
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# Why you **NEED** this course



Change is inevitable. It is imperative to understand that it is all about people, their needs - both of those leading change and the employees most affected by it.

This training acknowledges the complexity of individuals and focuses on enabling managers to appreciate this and find ways in which they can include their teams in the process.

A previous version of this course has been used in major programmes in Zalando with great success and appreciation from the leadership team.

# Course details

**Estimated length:** 2-3 hours (as per availability)

**Audience:** all leads whose teams are going through changes

**Channel:** face to face or online

**Methodology:** theoretical information complemented with tools and tips, while creating a vibrant discussion

**Materials:**

Presentation, additional cheat sheets (5) and checklists (2)

# By the end of the class, leads will

- 1 Be familiar with existing **change concepts** as well as **practical insights and tools**
- 2 Understand their and their teams' **behaviour** better, get to know **techniques** to manage it more effectively
- 3 Understand **their role** and how they can do better in engaging their team
- 4 Be and feel more **equipped** to manage the upcoming challenges and act with more **confidence** to support and advocate for the change

# Topics Covered



## **I. Change - the Basics**

- The definition of change
- The drivers of change

## **II. Understanding and managing our emotions**

- What happens in our brains during change
- Identifying emotions and how to manage them
- Building your toolbox

## **III. Change Management and Change Leadership**

- Change management or Change Leadership?
- Your role as a leader and how to make it happen - tools and tips
- Additional resources to support you

# Additional resources provided

## Cheat sheets

- How to ensure your team is ready to own the change
- How to manage conflict
- How to address rumours
- The art of dialogue
- How to manage failing change

## Checklists

- Managing people through change: a checklist for managers
- Stakeholder management plan for managers

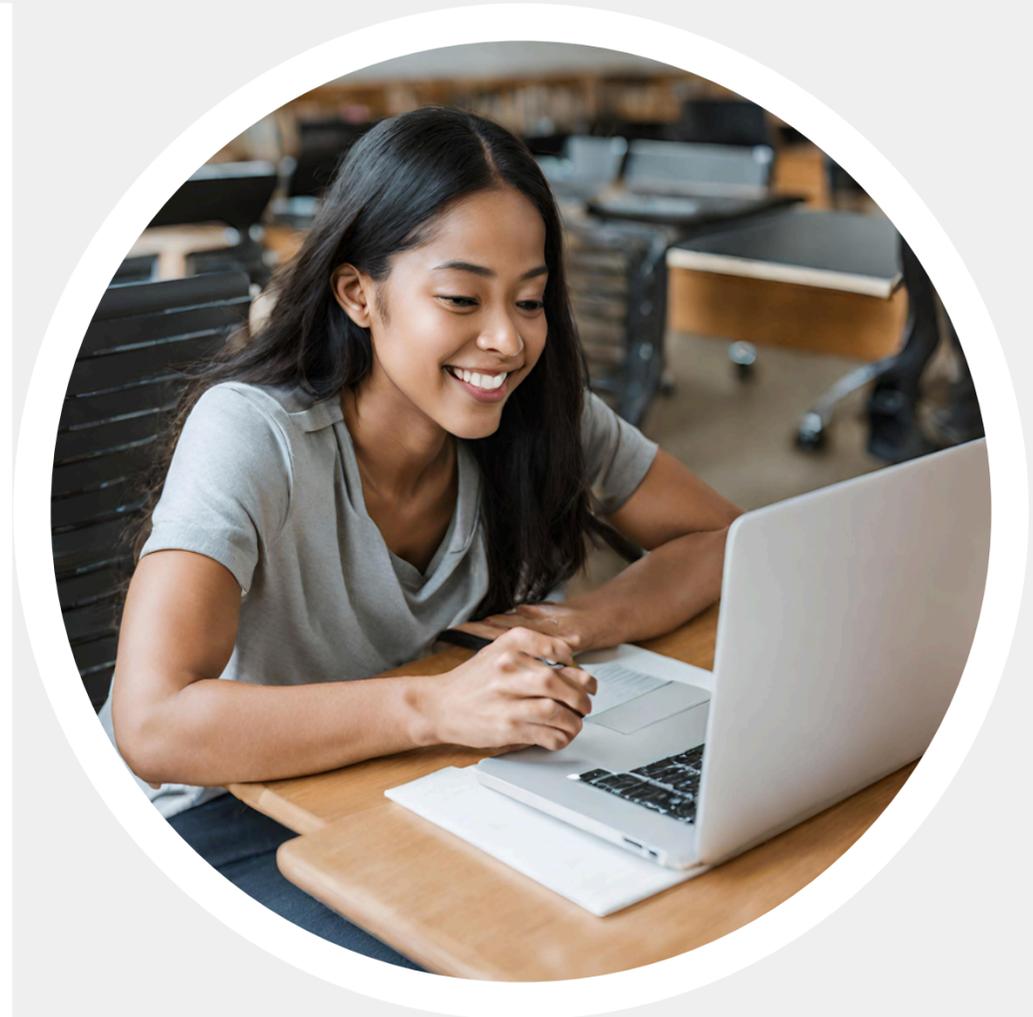
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### Managing people through CHANGE - a Checklist for managers

Definition and start-up phase	Yes/NO	Comments
<b>Change purpose</b>		
I know what the compelling reason for the change is or I know who to talk to about it.		
I can describe how the business will look like after the change.		
I know the timetable and I find it realistic.		
People involved are supportive, informed and prepared.		
...		
<b>Managing stakeholders</b>		
I have the full picture of everyone that will be affected by the changes.		
I know who the key players are.		
I know potential showstoppers.		
I have my communication plan to ensure regular communications to all my key stakeholders.		
...		
<b>Measuring benefits of change management</b>		
I have identified change in skills, attitudes and behaviours that will be necessary for the project to succeed.		
I have identified measures that can be used to track progress.		

# Thank you for your attention.

Reach out for any questions.



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