



Psychology of Change Management

Mind Twist Consulting

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EI and effective communication trainings



Tatiana Lukyanova (Pastukhova) is an *Emotional Intelligence, Agile, and Leadership Coach* based in the Netherlands. Having a technical background (MSc Physics 2002), Tatiana has more than 15 years of experience in Product Management and Business Development. Successful at creating hyper-productive teams, she started investing more time into coaching for better communication, process transformation, and leadership. Given that experience and a great passion for human psychology, Tatiana formalized her knowledge by earning a Master of Science degree in Communication, Behaviour, and Credibility Analysis at Manchester Metropolitan University in 2017. From then on, she designed several trainings tailored for business and corporate environments. She is also the author of *A User Guide to the Unconscious Mind* and *Psychology of Change Management*.



GLI



Psychology of Change Management

How to *adopt, drive, and implement changes* successfully? How to overcome reluctance and motivate others? How to craft a change mindset? How to make people feel confident during the change process? This *course* will answer all these questions and provide you with a powerful plug-n-play framework.

By completing this course you will:

- ✓ Learn how to craft your change story
- ✓ Learn what emotions influence the perception of a change proposal and process, and how to manage them
- ✓ Learn how to involve people of different roles and seniority in the change process
- ✓ Get tools, techniques, and approaches to become a change master



Bestseller!



Intro

As the financial world is rapidly evolving, and businesses must react to it fast and adequately, every people manager and/or team lead needs to guide others through the change processes.

How to do it effectively, without dramatic losses, and with desired results?

During the training

Participants learn about psychological aspects of human perception of the change processes, ways to manage them and positively influence people. They get the easily applicable framework to become a successful change manager under any circumstance.



Results

Up to 40% speed up in change implementations, up to 10% less employee losses due to change implementation, up to 80% positive working atmosphere shift, 100% confidence in leading the change processes.



Program

Module 1

Introduction of change

Understanding of change triggers, processes and mechanisms that drives human behaviour.

Psychological aspects of a change process (positive and negative influence)

Framework for crafting your change story: influence and involve others in a change process

Module 2

Psychological aspects

Why people resist change, ignore change, reluctant to change.

Necessary aspects for motivation and confidence

Jonathan Haidt negotiation analogy

Emotions that are leading human behaviour during the change process.

Module 3

Managing people

Managing 2 main emotions that accompany change process

Practical application of the Kubler-Ross curve

Dealing with reluctance

Building confidence

Effective communication

Crafting change mindset

Module 4

Practicing module

Identify before and after states

Craft your story

Define most affected parties

Fill in the framework

Set up a plan of action

