

EFFECTIVE CHANGE MANAGEMENT

Practical strategies to build buy-in, address resistance, and keep performance on track.

TWO SESSIONS
January 21 & February 4, 2027

VIRTUAL & RECORDING
11:00 a.m.–12:00 p.m.

Change is inevitable. Helping people accept it, understand it, and carry it out effectively is the real challenge. This two-session program gives leaders practical tools to communicate change, involve team members, address resistance, and keep work moving while maintaining dignity and respect.

SESSION 1 **GETTING PEOPLE ON BOARD**

- Why people resist change and why communication matters
- How to clearly communicate a decision that has already been made
- How a leader's attitude and behavior influence acceptance
- How to involve people without giving away the decision
- How to balance empathy with the proficiency the job requires

SESSION 2 **DEALING WITH RESISTANCE**

- Respond to open or quiet resistance
- Handle difficult reactions and worst-case scenarios
- Lead the conversation when someone says, "This isn't going to work"
- Maintain dignity and respect while holding people accountable
- Apply tools, tips, and techniques immediately

KEY TAKEAWAYS

1 Communicate unpopular or mandated changes with a practical, respectful approach.

2 Keep team members engaged while the organization moves forward.

3 Address resistance without creating a bigger problem.

4 Balance human relations with proficiency and performance.

WHO SHOULD ATTEND

Leaders responsible for guiding teams through organizational, operational, or workplace change.

INSTRUCTOR

John Graci
Graci Leadership Solutions

FEES

Medi-Sota Member: \$75/facility

Non-Medi-Sota Member: \$50/person

Questions? Contact Alyssa Christianson at achristianson@medi-sota.org
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Cancellations must be made no later than 15 business days prior to the course. The full course fee will be charged if cancellation is made in less than 15 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.