Amy Jacobson

Mastering Change and Difficult Conversations

A high energy and magnetic mindset experience, delivered with a bit of tough love.

Session Overview

Change is not a new concept or new challenge, it's been here forever, yet the size of the change we are experiencing is growing at a rate that our minds are struggling to comprehend and keep up with.

When we get caught up in the process selling the end result of change, we miss the natural progress and pushback that our minds go through as we process the loss of the 'old way' and the way that has been embedded in our neural pathways, leading to difficult conversations.

Having a logical and streamlined process using common/sticky language that everyone understands provides the opportunity to lead with EI within some of our most challenging workplace challenges: Change and Difficult Conversations.

Learning Outcomes

This fully inclusive change program taps into the subconscious mind and aligns the key elements of emotional intelligence to create the ultimate change transition and difficult conversations process.

Upon completion, the attendees will have:

- A simple 3-step process, that aligns to the fundamentals of EI, to successfully take the team through the change transition both physically and mentally.
- Clear tools to manage difficult conversations to get a humanistic outcome for everyone that has strong ownership and action.

Amy is an Emotional Intelligence Speaker travelling from Perth, Australia, delivering keynotes and programs internationally.

Amy's 5 part methodology

Session Outline: 1 x Full Day

Session 1: The Changing World of Work

- Understanding the pros and cons of workplace change, not everyone loves the new 'shiny toy'.
- Change models that align to our brain wirings and human connections.
- How the type of change influences our emotional responses.
- Identifying change drivers and our relationships with change.

Session 2: The Change Intelligence Process

- Owning the impacts and losses of the 'old way'.
- Facing the teams transition as we manage the potential emotional responses and potential blockers to the change.
- Creating closure through reflection.

Session 3: Mastering Tough Conversations

- Feel the impact on the people around us and provide direction in a time of confusion and chaos.
- Having tough conversations where emotions are high in play and asking the right questions.
- Following the emotion throughout the conversation to obtain the best possible outcome for everyone.
- Asking and answering questions to create transparency and clear ongoing communication past implementation.

Session 4: Drive the Change like a Champion

- Bringing the project plan to life with human connection.
- Driving involvement and engagement at all levels of the team.
- Creating the dopamine reward.

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