Overview
There are few guarantees in the workplace today. However, change is one of them. More than ever, organizations and their environments are in a state of flux; streamlining processes, upgrading technologies, introducing new products and competing in a global market. In some cases these changes are planned, in others they are unplanned. Sometimes the forces for change are internal to the organization, sometimes they are caused by external conditions. The need for an organization and its people to meet and cope with change requires employees to be competent in dealing with and managing change.

Description
The values of employees in a change-competent organization are a unique combination of traditional and new workforce values. Building change competency requires employees to adapt a new attitude and approach toward their work and organization; it’s making change a part of “business as usual.” This program involves a great deal of discussion, interactive exercises and practical applications.

Audience
Anyone that has a manager role, individual contributors or leaders of all kinds.

Benefits
At the conclusion of the program, participants should be able to:
• Understand the role of change in organizational success
• Understand that change affects individuals, teams and organizations differently
• Identify and manage the phases of change
Facilitator: Priya Klocek

Priya Dhingra Klocek has been a facilitator with the Xavier Leadership Center for several years. Her mission is to help organizations manage and develop their most important assets: People.

Priya has more than 18 years of experience in the corporate sector. Her employers included Ashland Inc, Convergys, Great American Insurance, and Fifth Third Bank. More recently, she served as director of client services for Global Lead Management Consulting, which had clients in the entertainment, utility, healthcare, legal, and financial sectors.

Priya served in various roles and led several global projects during her corporate tenure. She conducted focus groups and 360° feedback sessions, and created and carried out a variety of leadership, cultural, and HR assessments. She was instrumental in the launch of Convergys in India. She was placed in charge of the language and cross-cultural training of employees in both India and the U.S.; the pattern she developed became the company’s standard for all new employees worldwide. She also was instrumental in the launching of Convergys in Europe and the Philippines. Priya expanded her role at Convergys into that of a coach and mentor who helped to bridge the communication and cultural gaps all across the organization.

Priya specializes in leadership development, change management, human resources, and diversity & inclusion (intercultural competence). She leverages her diverse background and work experiences to help her clients navigate and manage complex business issues at home and abroad. She designs solutions that are strategic and forward thinking, yet practical.

Priya is qualified and uses various tools in her practice including the Myers-Briggs Type Indicator® (MBTI®), the Intercultural Development Inventory (IDI), the EQ-i 2.0 / EQ 360 assessment, EIDI (Emotional Intelligence and Diversity), Social-Emotional Intelligence Profile, LEGOS Serious Play and several Creative Problem Solving tools.

She holds a bachelor’s degree in business from the College of Mount St. Joseph and a master’s degree in human resource development from Xavier University. She is a certified coach practitioner and in the Prosci Change Management methodology.