



CHANGE Champions Leadership Training

RESISTANCE

Agenda



10.00 - 10.15

Arrival

10.15 - 12.00

Understanding the resistance to change

12.00 - 13.00

break

13.00 - 14.30

Dealing with resistance

14.30 - 15.00

coffee

15.00 - 16.00

Resistance and communication skills

16.00 - 16.30

Conclusion

Einstiegsfragen



Was gibt es für Widerstände gegen Genitalverstümmelung bei Frauen?

Was gibt es für Widerstände, wenn das Thema angesprochen wird?

Wie gehen wir mit diesem Widerstand um?

Welche Kommunikationsfähigkeiten sind optimal?

Understanding the resistance to change



- Change is related to the 'unknown'
- Change brings confrontation
- Change affects your identity

Dealing with resistance



- Familiarity
- Information
- Involvement
- Create small wins
- Communication skills

Resistance and communication skills



Verbal skills:

- Convincing (good arguments)
- Clear voice (i.e. not mumbling)
- Speaking volume (not too soft, not too loud)
- Speaking fluency (not too many silences, or “uh’s”)
- Speaking rate (neither too slow nor too fast)
- Vocal confidence (neither insecure tone nor dominant tone)

Non-verbal skills:

- Body movements (e.g. not too nervous, but walking and stay calm)
- Appearance (e.g. not too closed/formal)
- Gestures (e.g. emphasizing speech)
- Facial expression
- Use of eye contact