Flexibility
OLC Course Recommendations

Competency Definition

Is open to change and new information; adapts behavior and work methods in response to new information, changing conditions, or unexpected obstacles. Adjusts rapidly to new situations warranting attention and resolution.

OLC Component Titles

Being Prepared for Change

COURSE TSA-PD-PREP4CHANGE-0001

Description: When the organization you work for changes, and demands that you change along with it, wariness and uncertainty are natural. Change signals the end of the tried, trusted, and familiar. But change is also a new beginning--a springboard into a new and potentially exciting personal future.

-Being Prepared for Change- focuses on the mental attitudes and behaviors you need to develop in order to take advantage of the opportunities for personal growth that can accompany organizational change. You gain insights into how to learn, and when to learn. You acquire the skills and strategies you need to manage your own change effectively. The course also shows you how to focus on the future in ways that will encourage successful personal outcomes from the change process. **Duration=3.5**

Communicating during Organizational Change

COURSE TSA-PD-COMMORGCHANGE-0001

Description: Change can be shocking to you and your coworkers. By definition, it is a time of uncertainty and, therefore, turbulence, and it puts relationships under strain. How successfully you communicate is a vital measure of how well you deal with change. -Communicating during Organizational Change- starts by recognizing that the first factor in successful communication is how you feel inside. The unfamiliar tends to generate stress, and when you are stressed you do not communicate well. This course addresses this problem proactively. It also equips you with the communication strategies needed to enable you to be a positive influence in the workplace. Finally, you will learn to communicate successfully when faced with unfamiliar patterns of work and interaction. **Duration=3.5**

Managing Through the Change

COURSE TSA-MGMT-MNGTHRUCHANGE-0001

Description: Picture the scene. You've just started a new job and it's everything you've ever wanted. You find your desk, meet your new colleagues, and try to carry on with your life. But things are different. Your PC isn't in the same place, the cafeteria doesn't have your favorite coffee, and your chair isn't quite right. This is how change feels. You're disoriented--things still work, but not in the same way. You're in a neutral zone where you know how things should be, but they aren't quite as you imagined. It's at this stage when employees need their manager's reassurance, support, and understanding if they are to move out of their confusion and settle into a new way of working. -Managing Through the Change- gives you an insight into the types of issues that will face you and your employees, and provides you with guidance to ensure that you can support your employees and deal with the inevitable difficulties that will arise. The change process is never easy. People feel insecure, undervalued, and threatened. It's your job to help your employees to overcome these feelings, and this course will help you to do just that. **Duration=4.0**

Perspectives on Organizational Change

COURSE TSA-PD-PERSPORGCHNG-0001

Description: The way that you respond to your new job role, new responsibilities, or fresh procedures is unique to you. The way that you react to change is intensely personal. But, to a large extent, organizations change in predictable ways and for predictable reasons. Similarly, the ways in which people respond to change tend to follow predictable patterns. Being able to see yourself as part of this larger picture is a big help when you set out on a journey of change. -Perspectives on Organizational Change- gives you an insight into the basic principles that drive change. You also gain an understanding of the factors that impact on the readiness and ability of people to change. The course also shows you how to deal with the fear that may be generated in a situation where change is just around the corner. **Duration=3.0**

Preparing for Business Crises

COURSE TSA-MGMT-PREP4BUSCRISIS-0001

Description: Effective preparation is the key to almost any project or undertaking. This is especially true of crisis management, where you actually have to prepare for unforeseen events. This course starts by providing basic background information on business crises. The course then provides specific tools that you can use for anticipating business crises, and processes for developing crisis management capabilities in your organization. **Duration=2.0**

Recovering from Business Crises

COURSE TSA-MGMT-RECOVBUSCRISIS-0001

Description: The crisis is contained and being effectively managed. Now it's time to move on. The first steps deal with communicating--to your employees and to the outside world. How and what you communicate can have significant repercussions. Miscommunication, or misleading communication, can actually lead to another kind of crisis. With the right intentions and actions, your communications can help to establish trust and convey the message that your organization does have the crisis handled. Once communication is handled, it's time for recovery and moving on. The last step is to learn from the crisis and prepare for the future using the knowledge and experience that your organization has now gained.

Duration=2.0

Responding to Business Crises

COURSE TSA-MGMT-RESPBUSCRISIS-0001

Description: Your company may have a crisis. If so, what will it do? Your company's crisis preparations are now put to the test--a real test. Knowing how to respond to a crisis is vital to your company's well-being. It could mean the difference between your company surviving or not. In this course, you'll learn how to respond to business crises. There are three fundamental phases to crisis response: detection, reaction, and management. How well your company deals with each phase will determine whether the crisis is handled or grows out-of-control. **Duration=3.0**