



Suren Saini

International Leadership & Sales Coach
1 2x TEDx Speaker | Author | Actor |
Model

Change Management

Turning Strategic
Thinking
into Action



Objective

- Designing and Delivering a comprehensive training program on Change Management for the Mid to Senior Level Managers focused on these two major areas:
 - **Internal Change:** Enable them to move from Self-Managed Roles to People Managed Roles.
 - **External Change:** Aligning them with the change in the times of “digitalisation in banking” covering various aspects of the digital transformation in the banking sector.
- Workshop would be based on an eight-step process of change (designed by Harvard Business School professor Jhon Kotter) that shows how to go about implementing it. Participants would understand reasons why organizations fail to change – and learn framework that can be followed and easily implemented by executives at all levels.

Program Approach / Methodology

- **Customisation:**
 - Build relevant scenarios, contents, and tailor program agenda to make the workshop relatable and effective.
- **Simulation Based Action Learning:**
 - Case Studies, Role-plays, Reflective Exercises to help team practice new skills based on relevant scenarios.
- **Tools:** Provide easy-to-use tools and frameworks, so concepts in the course transform to performance.
- **Duration:** Proposed duration of the workshop is 2 days.
- **Post Training (Optional) :** Online Coaching Session for Recap & Reinforcement

Course Contents: Day 1: Strategic Thinking & Driving Change Management

LESSONS

TOPICS

What is Strategic Thinking and Why is it important?

1

- Definition and importance of strategic thinking
- Key attributes of strategic thinkers
- Examples of strategic thinking in business
- Icebreaker activity for participants

Developing Strategic Vision & Goal

2

- Difference between Stroke of the Pen & Behaviour Change Strategy
- Differentiating between Wildly Important Goals and everyday tasks
- How to keep laser sharp focus on Strategic Goals amidst the daily whirlwind

Action that Leads to achieve Strategic Goals

3

- Understanding lead and lag measures
- Importance of lead measures in driving results
- Case Studies of effective lead measures
- Identifying lead measures for achieving Strategic Goals

Strategic Analysis Tools and Frameworks

4

- Six Thinking Hats for strategic analysis & decision-making
- Balancing short-term and long-term considerations

Why leaders to be Agile for Change?

5

- Change can be Internal or External
- Navigating Transitions into new roles while you encounter significant changes
- Shifts in responsibilities, team dynamics, and organisational priorities
- Motivate & lead the teams through periods of uncertainty
- Common challenges and resistance during organisational transformation
- Fostering a Change ready culture

Fundamentals of Change Management

6

- Brief introduction to Prof John Kotter's **8-Step** Change Model

Course Contents: Day 2: Strategic Thinking & Driving Change Management

LESSONS

TOPICS

How to Create a Sense of Urgency for Change

1

- Helping self and others see the need for change
- Understanding the theory of Burning Platform to create urgency
- Proactive vs Reactive approach to Disruption

How to Build a Guiding Coalition / Team

2

- Why and How to form a volunteer team of effective people – to guide, coordinate,
- and communicate Change Activities.
- Assessing existing skills and identifying gaps

How to Communicate for Buy In

3

- How to motivate the people to create a buy in into the change strategy.
- Addressing resistance through effective communication
- Utilising various communication channels and tools

How to create visibility & measure the progress of Change

4

- Significance of Compelling Score Card
- Difference between a Leader's & Player's Score Card
- Characteristics of a Compelling Score Card

How to hold people accountable while you drive the change

5

- Understanding the concept of Cadence of Accountability
- 8 Steps to build accountability cadence
- Structure and Process to carry out review sessions for driving change

Generating Short Term Wins

6

- Wins are the molecules of results & must be recognised and celebrated
- Recognising and celebrating achievements

Sustain Acceleration (Don't Let Up)

7

- How to Press harder after the first successes since you want the change to last.
- How your increasing credibility can improve systems, structures and policies.
- How to be relentless with initiating change after change until the vision is a reality.

How to Institute Change

8

- How to articulate the connections between the new behaviors and organisational
- success, making sure they continue until they become strong enough to replace old
- habits.
- Creating a culture that embraces continuous improvement

Workshop Methodology

- **Case Studies & Best Practices:** Engage participants with real-world case studies and examples of successful strategic thinking and change management. Discuss lessons learned from these best practices.
- **Simulation Exercises:** Conduct hands-on simulations where participants can practice strategic thinking in controlled environments, replicating real-world challenges.
- **Reflective Discussions:** Allow participants to reflect on their own experiences, encouraging them to share insights and relate personal stories to the workshop topics.
- **DIY (Do it Yourself):** Participants work individually or in teams on specific exercises that encourage self-learning and independent problem-solving.
- **Role Plays:** Utilize role-playing scenarios to practice real-time decision-making and dealing with change, which can help participants build empathy and sharpen leadership skills.
- **Videos:** Show thought-provoking videos that highlight key concepts of strategic thinking and change management, providing a multimedia approach to learning.
- **Brainstorming Exercises:** Engage the group in brainstorming sessions to generate new ideas and solutions for managing change and strategic challenges.
- **Handouts:** Provide participants with handouts summarizing key concepts, frameworks, and models that they can use after the workshop.
- **Games:** Introduce interactive games that reinforce strategic thinking and encourage participants to engage creatively with the workshop content.
- **Group Discussions:** Facilitate group discussions to foster collaboration and allow participants to learn from each other's perspectives and experiences.

What would participants learn:

Benefits for Participants

- Enhance their vision and level of acceptance towards the changing landscape of banking Understand how to align resources within the business to support the change.
- Learn how to reduce the time needed to implement change. Support staff and help them understand the change process Plan and execute an effective communication strategy Minimise team's resistance to change
- Understand how to maintain or even increase productivity, morale and efficiency Reduce stress and anxiety associated with change
- Minimise disruptive aspects and risks associated with change Eradicate the possibility of change failure

About Faculty



Suren Saini

International Leadership Coach |
Actor | Model

Credentials

- 32+ Years of overall experience
- 10+ Years in Training & Coaching
- 56000+ People Trained
- 2500+ Workshops Conducted
- 5+ Years in Indian Air Force
- 2+ Years as Radio Jockey
- Actor & Model

Training Methodology

- Virtual Live Sessions
- E Learning
- Class Room Training
- Coaching

Areas of Training & Coaching Expertise

- Selling Skills for Virtual World – B2B & B2C
- Design Thinking & Innovation
- Frontline & Senior Leadership Development
- Key Account Management
- Customer Centricity / Customer Service
- Negotiation Skills
- Effective Communication (Verbal / Written)
- Presentation Skills
- Strategy to Execution Excellence
- Problem Solving & Decision Making
- Manager Development Programs
- Conflict Management
- Emotional Intelligence
- Team Building
- Motivation

Levels Trained & Coached

- C Suite
- Senior Management
- Mid-Level Management
- First Time Managers

Languages

- English & Hindi

Consulting Experience in Functional Areas

- Sales & Business Development
- Leadership & Strategy Execution
- Performance Management System

Industry Exposure

- Telecom
- Agri Farm
- People Services
- Education
- Publishers
- Information Technology
- BFSI
- Textiles
- Footwear
- Pharmaceuticals
- Appliances
- Automotive
- Construction
- FMCG
- Ecommerce
- Consulting
- Liquor
- Aviation
- Medical Tourism / Hospitals / Medical Devices
- Cement / Paint / Plumbing Solutions
- Plywood & Laminates

Education

- MBA, Kurukshetra University

Suren has over 30 years of experience in Business Development, Team Management, Training and Business Consulting. Suren has successfully travelled the journey of a Corporate Professional from Frontline to Lead while working with few leading organisations and serving varied industries. As a trainer & coach he has been recognised for creating stimulating and interactive learning environments, encouraging participation and individual creativity. He delivers customised & highly experiential learning interventions suiting to meet the business objectives, which has proven to deliver excellent results for clients. Suren conducts learning workshops in India, Singapore, Bangladesh & Nepal. He has also been a visiting faculty to SRM University, SRCC College and JIMS Institutes in India.

Recent Clients

- | | |
|-------------------------|--------------------------|
| • Adani FarmPik | • K Raheja Corps Homes |
| • Eureka Forbes | • Nissan Motors |
| • Orient Electric | • Quess Corp |
| • Global Payments | • Exide Batteries |
| • Barclays Bank | • Marico Ind, Bangladesh |
| • IME General Insurance | • Hafele Appliances |
| • Continental Tyres | • Bry Air Asia |
| • Denso Group | • Banglalink, Bangladesh |
| • LHH / Adecco | • Zydus Wellness |
| • JCB | • Microsoft |
| • U2optia Mobile | • Indorama |
| • Birla Gold | • Nepal Aviation |
| • Infodrive India | • Kansai Nerolac, Nepal |
| • TPV Technologies | • Nepal Telecom |
| • Voltas | • NABIL Bank, Nepal |
| • Anmol Bakers | • Norvic Hospital, Nepal |
| • Priniti Foods | • bKash, Bangladesh |

Testimonials

*Thank you so much for conducting 2 days **Sales Training** last week for my team. I have never been happier with a training exercise for my team. I have individually checked with my team and all of them are happy & highly satisfied with the training. They all are applying successfully what all they learnt in your workshop. On a personal note, I feel you are a great trainer and a very hardworking professional, for which I would like to extend my help and contacts to you for now and in the future."*

~ **Harmik Singh, National Relationship Lead, ISLI**

I have been going for many trainings and have seen many, many speakers. I was instantly interested, entertained, and learned something new, useful, and inspiring from you. You are talented, funny, and insightful. I will use your system and teachings not only professionally but also personally.

~ **Manoj Kumar, Executive Director and VP, Inext**

*The program on **Strategy to Execution Excellence** was designed and implemented for Leaders at GM, AVP and VP level. The program designed by Suren had an intense mix of lectures, case study based discussions and participant driven exercises which were built to spur thinking and accepting concepts after fair amount of debate. Suren's high-energy style of delivering the program had participants glued to their seats with intent of wanting to learn more. We plan to have this program run for Senior Management as well as mid-level Management. Its a must for all organisations.*

~ **Vidya Bai J, Head, Talent Development, Quess Corp**