

# Programme Schedule

1. **Welcome and Introductions**
2. **Sharing Stories** - Participants share experiences of managing change
3. **Exploring Models and Principles**
  - The Change Curve
  - Transactional Analysis and Responsibility
  - Managing the “Contract” at Work
  - Developing Questioning and Listening Skills
4. **Action Planning** - Your next steps — applying the learning back at work
5. **Follow-up and Support**