

# Handling *Difficult Situations* and *Uncertainty* Around Restructures and Redundancy



## SITUATION

Oakridge designed and delivered a training & support programme for managers who were to be involved in handling difficult situations and uncertainty around

restructures and redundancy paying particular attention to the 'human' as well as the practical aspect of this change within organisations.

The "how to" and previous experience in handling such change was limited within these organisations which added to the anxiety felt by managers in dealing with such situations of communication, conflict and uncertainty.

## OUR CONTRIBUTION

To provide managers with a practical and emotionally-intelligent approach which allows them to explore their own understanding of the need for change, acceptance and ownership of the message which in turn allows them to manage more effectively the practicalities related to their communications and the responses they are likely to encounter with the affected individuals.

## PROGRAMME DELIVERY

1 or 2 day workshops delivered just prior to the change announcement with further support and training available on one-to-one coaching sessions or clinic style support was provided through the change period.

## RESULT

*The most powerful part of the training programme was confronting emotions, fears and anxieties around handling difficult situations. It builds confidence, common understanding and approaches to a difficult situation.*

## WHAT THE CLIENT SAID

***"Oakridge gave us very sound advice based on their experiences in a variety of businesses."***

***"Oakridge made sure we also considered the impact on those remaining within the organisation."***

***"This training was money well spent and has been proven in the way our retained workforce has recovered and developed since the corporate downsizing."***

***"The training that you delivered remains very clear in my mind. Personally found the training very beneficial - it made me feel composed and confident in delivering the message but also better able to predict and handle the resulting emotional reaction."***

*achieving more together*