



CHANGE MANAGEMENT



COURSE OBJECTIVES

Change is one thing that one can guarantee that it is always with us. Change is something that we need to learn to live with and embrace. We need to be able to understand and manage change appropriately. This course will help you understand and apply the principles of change management in the workplace. Change is the only constant that we can rely on in the business world.

It is critical that organizations:

- Understand change
- Promote change
- Cope with change
- Value change

Expectations and Setting Boundaries

- Balancing self, team, organization and social context
- The Nature, types and contexts of change
- Change Management methodology – principles, processes and elements

Mobilizing the organization for change

- Assembling the change team
- Aligning leaders, sponsors and workforce
- The vision for change
- The business case and communications plan
- Current state assessment
- Outline of desired state

Designing the desired state

- Organizational change readiness assessment
- The case for change defined and communications defined
- Impact assessment – people, systems, processes and culture
- Complete blueprint of desired state

Implementing Change

- Employee involvement process implemented
- Aligning processes and systems
- Designing training process
- Preparation for go-live

Sustaining Change

- Training and consolidation

- Coaching management and team leaders to sustain change
- Review and document lessons learned
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COURSE CONTENT

MODULE 1: SELF AWARENESS

- What is change?
- Emotional Intelligence
- Johari's window
- Locus of Control
- Phases of team development

MODULE 2: PLANNING FOR CHANGE

- Shape of our World
- Strategic Planning-SWOT analysis
- Problem and project selection

MODULE 3: PREPARING FOR CHANGE

- The nature of change
- Areas of organisational change
- The goals of business change
- Change plan
- Getting support for change
- Models for implementing change

MODULE 4: IMPLEMENTING CHANGE

- Change Plan
- Getting support for change
- Change Management Methods and Theories
- Models for implementing change
- The Process

MODULE 5: HUMAN RESPONSES TO CHANGE

- The Emotional Response to Change
- Employee Resistance
- Managing Risks