

CHANGE MANAGEMENT

1 DAY
COURSE

Anyone can make a change, but how do you get people to make a transition? Overcome resistance and successfully manage change by defining and instilling new values, attitudes, norms and behaviours.

Successful change management requires thoughtful planning and sensitive implementation achieved via consultative communication. This course will give you the right techniques, tools and structure to defeat resistance so that the goals of the organisational are achieved, by a systematic and coordinated process of change management.

This course supports the development of the following core competencies:

Integrity and trust
Interpersonal savvy
Vision and purpose
Understanding others

This course is suitable for team leaders, managers and supervisors who need to transition their team through change.

LEARNING OUTCOMES

- Understand change management and the driving forces behind it.
- Identify common areas of resistance to change and develop techniques to overcome negativity.
- Differentiate the various phases and stages of transition in order to help people move forward.
- Develop an action plan to implement a change management process successfully

TOPICS COVERED IN THIS COURSE

Contributors of change

Discover the internal and external forces contributing of change within organisations.

Stages of change

Learn about the seven different levels of change. Understand why each stage is increasingly more challenging to undertake.

Change resistance

Identification of common reasons for change resistance. Learn techniques and methods to reduce resistance to change.

Three transition phases

Understand transition phases and the effect change has on a person's state of mind.

People that dislike change

Discover why people that dislike change are helpful in making change easier.

Managing transition methods

Learn techniques that will assist others going through the different phases of change.

Responding to change phases

Exploration of the Kotter's Change Model that will help people move forward.

Resistance problem solving

Use of case studies to identify issues, causes and how to effectively resolve resistance issues.

Steps to successful change management

Application of the Change Model to ensure the process of change is successful.