Advocate
TRAINING AND
CONSULTANCY

Change Management

Organisations often leave the challenge of change after the implementation of the change. The approach should be to invest in change management activities. Managing change is a critical skill in today's world of rapid and continuous change. This Change Management training course provides both the critical skills and a framework for the successful management of change.

We have to recognise that change is constant and is generally of benefit. Too much change or change for change sake can be bad. Most individuals need some form of stability and routine to make them feel safe. What is important is how we deal with and cope with change.

To manage change, skills need to be developed that will make a difference to the way things happen. It is important that the manager of the change examines who they are, their communication resources and investigate personal beliefs and values.

This programme covers team members behaviour and actions and how change can create conflict and change actions. It will develop personal understanding and the way other staff members behave. By dealing head on with the challenge of change you will create a personal leadership strategy that will motivate, persuade and inspire those around you.
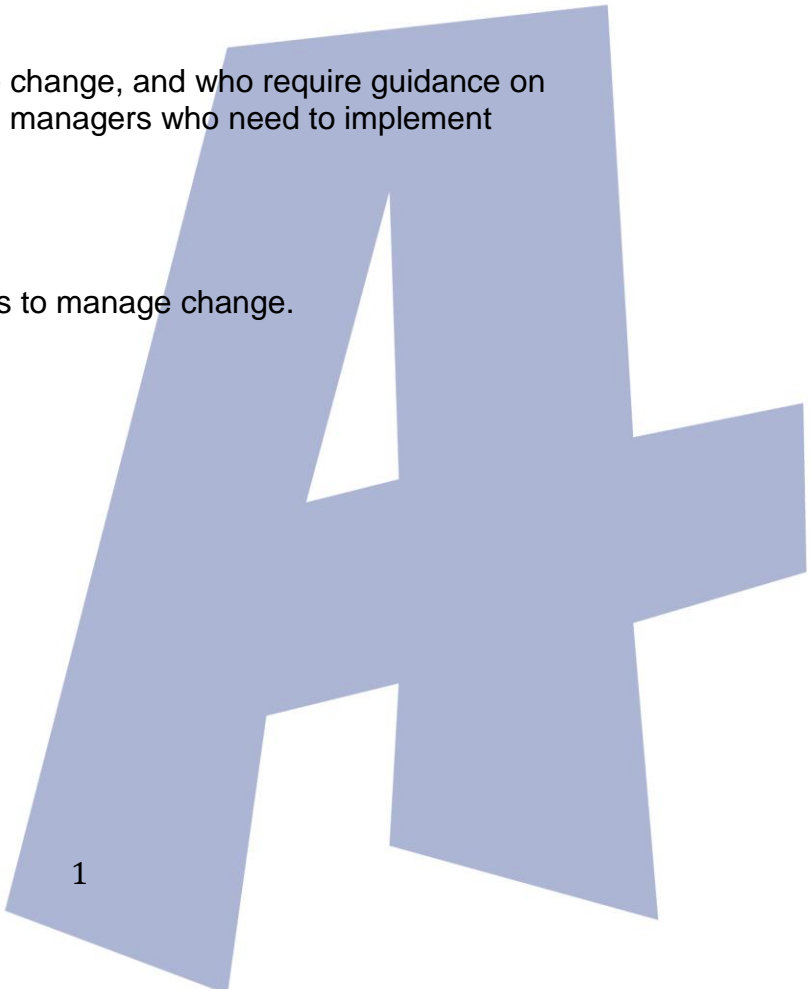
Who will the course benefit?

Managers who initiate and manage change, and who require guidance on their implementation. Departmental managers who need to implement corporate change initiatives.

Course Objectives:

To provide the skills and techniques to manage change.

Course Duration: 2 day

This course will enable delegates to:

- Appreciate the issues involved in implementing and managing change

- Identify the types of change that occur in organisations, recognise barriers to change and create strategies for overcoming resistance to change

- Understand the main components of planning change

- Understand a manager's responsibilities when leading staff through periods of change

- Use a range of models, tools and techniques to understand, introduce and monitor change interventions

- Display empathy with their staff while going through change

- Effectively communicate change to colleagues

- Design successful change programmes and avoid common pitfalls

- Create personal action plans to improve their ongoing performance as initiators or managers of workplace change
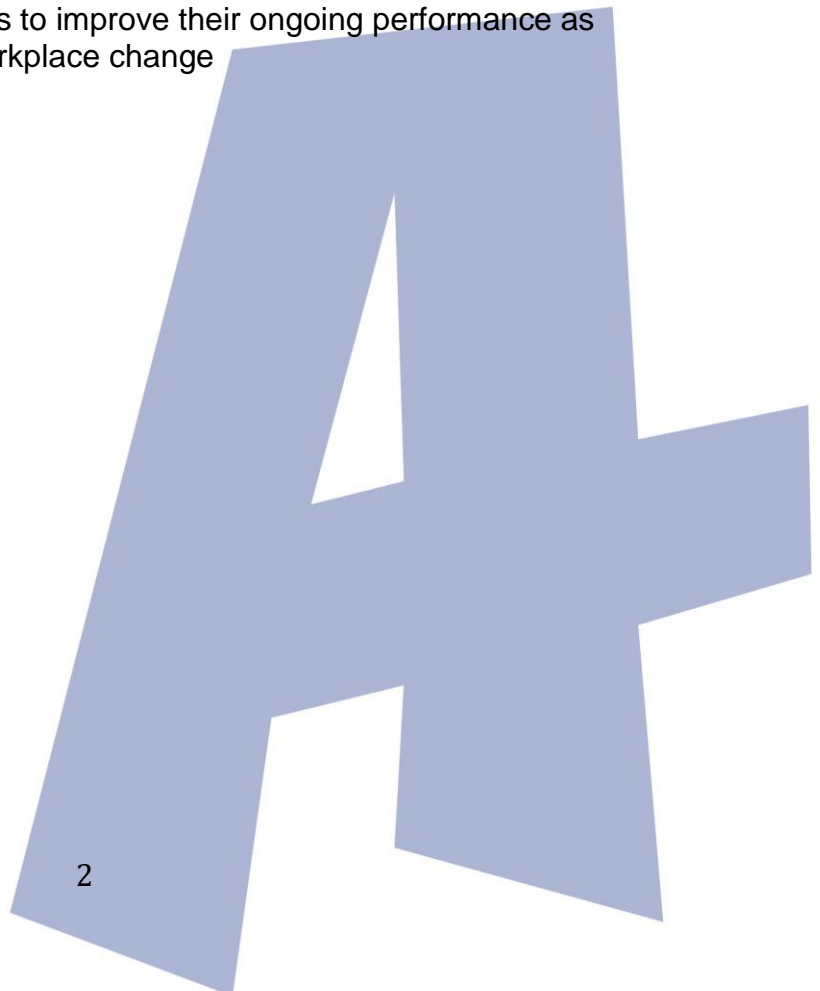
Course Content

The Changing Face of your Organisation

- Changes within own organisation - the past and looking ahead
- The importance, inevitability and desirability of change for successful organisations
- The adoption cycle
- Day-to-day changes operationally

What is Change?

- Causes of change
- Barriers to change
- Resistance to change
- The change process
- How to implement change
- Experiencing change
- How do people react to change?
- Why does change fail?
- Explore the impact and consequences of change

Change Focus

- A structure for change
- The identifying what needs to change
- Choosing a change implementation strategy
- Creating energy for change
- Preparing for Change
- Developing a Case for Change
- Who are the stakeholders?
- Assessing concerns and potential resistance to change
- Assessing the readiness for change

Change Management Plan

- Defining the principles on which the change will be managed
- Developing a change management plan
- Change Agents
- Developing a Communication strategy and plan
- Aligning with the project or programme plan
- Creating a reinforcing change process

Motivation and Challenging Beliefs

- Selling change
- Motivation
- Uncovering what is likely to motivate
- Challenging individual beliefs
- Releasing personal growth potential
- Characteristics displayed in change scenarios
- Working relationships
- Linking change to self-motivation
- Behaviours required of a change manager
- Management and leadership style during change implementation

Creative Responses

- Targeting the right element to change
- Intuitive and lateral thinking
- Visioning
- Analysing the forces for and against change
- Addressing sensitive or difficult problems creatively
- Finding new ways to achieve team or individual 'buy-in'

Putting it into Practice

- Case study of a change implementation
- Proposing a workable model for change implementation
- Communicating the changes
- As managers, responding constructively to imposed changes
- As managers, becoming better implementers of change

Initiating and Sustaining Change

- Managing the challenges
- Aligning the organisation
- Continuous improvement