

CHANGE MANAGEMENT

Introduction:

Change is a constant factor of organisational life and will always be necessary in order for any company to maintain or improve its position in relation to competition. This programme is designed for any member of staff who is required to implement or manage change in an effective manner.

Objective:

The programme will ensure delegates understand the nature of change, gain knowledge of human reaction to change and why it occurs and how to deal with it, achieve greater confidence in managing and introducing change in a manner that minimises resistance and encourages commitment, and will develop their own strategy for dealing effectively with current and future changes

Programme Synopsis:

- Introduction
- The Managers Role in Managing Change
- Resistance to Change
- Why Does Resistance Occur?
- Communication Exercise – Group
- Questioning Techniques
- The Principal Factors
- The Three Levels of Resistance
- Syndicate Exercise - The Financial Implications
- Effective Strategies to Overcome Resistance
- Ineffective Strategies
- Syndicate Exercise – Dealing with Resistance
- Conflict Management Styles
- Syndicate Exercise - Conflict Management
- Conflict Management Questionnaire
- Listening Skills Exercise
- Body Language Matters
- The Disruptive Behaviour Intervention Model
- Influencing Strategies
- The Negotiation and Conflict Model
- Syndicate Activity - Influencing Exercise
- Influencing Questionnaire
- Group Exercise – Influencing
- The Three Challenges Model
- Managing Change – the Culture Web
- The Competence Curve
- Individual Reactions to Change
- The Stakeholders Choice
- Change Response Types
- Dangerous Assumptions About Change
- Tools for Planning Change
- PEST Analysis

- Checklist for Change
- Action Planning
- Gantt Charts
- The Four Principals of Managing Change
- Organising Change
- Syndicate Exercise – Managing Change
- The Skills Required
- Passive, Aggressive or Assertive?

Duration: Two (2) Days

Course Code: TSCCHGM

Certification: Training Solutions 2000