

## Change Management Foundation

Change can have a major impact on all organisations and the impact of change should be a high priority for all organisations. This course looks at the theories of how change impacts on and is affected by:

- the individual
- the team
- the organisation
- the change leader

This course gives delegates a deep understanding of change management, why change happens, how it happens and what steps must be taken to overcome reluctance to change.

### Benefits to the individual

- Improve ability to change by managing reactions and develop an understanding of change by identifying the impacts that initiatives can have and learning to address them
- Know how to take people through the various phases of transition and lead change more effectively with less resistance and more support
- Help you understand how to react to change so you are equipped to lead more effectively and sympathetically

### Benefits to the business

- Reduce the risk of failure or delay during periods of organisational transformation by maintaining productivity and reducing costs
- Gain support from staff and instil confidence in the change management programme so employees are comfortable and prepared to move forward to the next stage
- By understanding change, organisations can react more effectively to competitive pressures and to global, political and environmental issues

### Audience

This course is aimed at anyone who needs to facilitate or direct change.

### Course duration

Three days.

### Pre-requisites

None.



## Exam details

The one hour, closed book, multiple choice exam consists of 60 questions worth one mark each. The pass mark is 50%.

## Course outline

This course aims to give delegates the skills and confidence to:

- Define what change means and look at its impact on individuals, teams and the organisation
- Understand the impact of change on individual and team productivity, including an overview of the learning cycle, learning styles and personality types
- Explore team dynamics, the criteria for effective teams and the effect change initiatives can have on team productivity
- Analyse how different organisation types are affected by change
- Consider various models of organisational change and state how best to apply them to a project scenario
- Investigate the role of the leader, how to manage resistance to change
- Specify how to apply Change Management approaches and techniques to the management of change within your organisation

Over the course of the three days, the following topics are covered.

## Course content

### Individual Change

- Learning what happens when individuals experience change
- Identifying what factors affect an individual's response to change
- Being aware of how personality affects an individual's relationship with change
- Recognising how and why individuals resist change
- Focusing on coaching individuals through change
- How to employ active listening and feedback tools and techniques

### Team Change

- Focusing on improving team effectiveness
- Understanding how teams change and develop
- Learning about leadership issues in team change, with focus on the team leader's role
- How team change impacts organisational change
- Learning the skill of facilitation and the process of action learning

### Organisational Change

- Identifying key metaphors of organisational change and how they link to Change
- Management
- Recognising your own assumptions about how organisational change works
- Learning and critically evaluating different models of organisational change
- Beginning to build an integrated model of the organisational change process

### Leadership and Change

- Understanding the relationship between leadership style and change
- Understanding the effects of different leadership styles on the change process
- Learning about the different leadership roles in the change process
- Developing a personal action plan to respond to the demands of leading change
- Understanding the importance and process of Stakeholder Engagement