

Managing Change Successfully

...increasing the pace of change

The pace of organisation change is quicker than ever. There is more pressure and less time. Change comes from all directions: IT, mergers, takeovers and new services. This programme enables you to cope with such transition successfully; to deal with resisters, to develop clear visions and realistic plans. It is full of practical tools and techniques to help you understand, manage and implement change successfully and to allow everyone to buy in to the process.

Content

- Types of organisation change
- Planning change projects
- Role of the sponsor
- Role of the change agent
- Dealing with the personal impact of change
- Thriving on change
- Implementing successful change
- Handling resistance and gaining commitment

Features

- Comprehensive 'toolkit' for use in the workplace
- Thrive on change using our *Reaction To Change Indicator™*
- Implement change successfully using planning
- Diagnostic instruments for use in the workplace
- How to deal with the six most common change resisters

Duration: Two day course

Venue: London Gatwick

Course price: £795 +VAT

People have previously attended from:

Transport for London, John Lewis, Ticketmaster, Ministry of Defence

"A very good style of delivery and great use of examples from the trainer's experience to bring the change theory to life. Great management of the different levels of skill and experience within the group."

Nicola Plumb

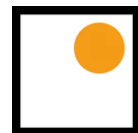
Graduate Business Analyst



Certificate

You can gain the Edexcel certificate in Change Management by successfully passing a short examination taken at the end of the course.

Certificate price: £225+VAT



Managing Change Successfully

Day one

1. Change management

- Implementing change
- Change inventory
- The change curve
- The change process

2. Implementing change successfully

- Managing group processes
- Understanding groups
- Impact of personal style
- Behaviour analysis
- Group dynamics

3. Understanding roles in change

- The role of the sponsor
- Sponsor evaluation
- Role of the change agent

4. Reactions to change

- Reaction to change questionnaire
- Causes of stress in change
- Change style conflict
- Shifting your approach - avoiding style clashes
- Action planning

Day two

5. Models of managing organisational change

- Types of organisational change
- Processes for change
- Case studies for organisational change
- Planning change projects

6. Avoiding failure in change programmes

- Why change fails
- Track record of change
- The change challenge

7. Leading cultural change

- Culture diagnosis
- Planning culture change
- Delivering real change

8. Action planning

- Work on detailed concrete plans
- Techniques for ensuring follow through
- Presentation to peers

