



# Change Management

## Overview

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This course will give any leader tools to implement changes more smoothly and to have those changes better accepted in addition to an understanding of how change is implemented and tools for managing their reactions to change.

## Who this course is for

This course is intended for developing organisations' staff who are responsible for planning, managing or implementing change and the staff who are on the receiving end of change to develop the skills to proactively address this change and meet the challenges of transition in the workplace.

## Course outline

- Topic 1: Preparing for Change
- Topic 2: Identifying the WIIFM
- Topic 3: Understanding Change on an Individual Level
- Topic 4: Managing the Change
- Topic 5: Gaining Support
- Topic 6: Making it all Worthwhile
- Topic 7: Using Appreciative Inquiry
- Topic 8: Bringing People to Your Side
- Topic 9: Building Resiliency
- Topic 10: Building Flexibility

*"Continuity gives us root; change gives us branches, letting us stretch and grow and reach new heights." Pauline R. Keze*

## By the end of this course, learners should be able to:

- List the steps necessary for preparing a change strategy and building support for the change
- Describe the individual motivators for change
- Relate the five dimensions of the ADKAR model for understanding change on an individual level
- Use needed components to develop a change management and communications plans
  - Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
  - Utilise methods for leading a change project
  - Describe the four states of Appreciative Inquiry, its purposes and sample uses in case studies
    - Use strategies for aligning people with a change, appealing to emotions and facts
    - Explain the importance of resiliency and flexibility in the context of change

√ Course Level	Short Course
√ Course Hours	8 hours
√ Course Standard Price	£85

### Applies towards the following certificate(s) and award(s)

- Effective Managerial Skills Diploma
- HR Management Skills Diploma
- Professional Certificate in Middle Management

