

# Change Management

*'Continuity gives us root; change gives us branches, letting us stretch and grow and reach new heights.'*

Pauline R. Keze

The Soft Skills Gap Do You Have One?

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

#### Who this course is for

This course is intended for developing organizations' 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.

#### 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 & communications plans
- Employ strategies for gathering data, addressing concerns and issues, evaluating options and adapting a change direction
- Utilize methods for leading change project
- Describe the four states of Appreciative Inquiry
- its purposes, & sample uses in case studies
- Use strategies for aligning people with a change, appealing to emotions and facts
- Explain the importance of resiliency & flexibility in the context of change

#### Course outlines

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

Course Level

Course Hours

Available Learning Formats

Short Course

8 hours

Classroom & Blended

Distance & Online

Applies towards the following certificate(s) & award(s):

- Diploma in HRM

- Diploma in Management