

Successfully managing change

Overview

This one-day course is designed to help managers understand that they are organisational change agents and that in this capacity they need to learn how to overcome resistance to change in themselves and others. It is designed to promote a positive response to organisational change, thereby contributing to a positive and optimistic working environment. The course will increase participants' awareness of the need for change and will help in giving them insights into their own approach to change management, and how they attempt to influence others. As a result, it will increase both their own and the organisation's effectiveness.

Training objectives

This programme will help participants:

- Understand change management concepts
- Realise an open and willing attitude to change
- Understand the different effects of change on other people
- Deal with resistance to change
- Understand the importance of concise communication during times of change
- Appreciate the driving and restraining forces with change

Audience

- Managers at all levels who are responsible for managing individuals working in environments where change is a constant or in organisations planning a major change programme
- HR professionals responsible for implementing change

Format

Dealing with change and managing change can be difficult and at times emotional. This course involves learning in a safe but provocative setting, where intense small and large group discussions engage participants in a thoroughly active way.

We recommend that the group be limited to 12 participants if maximum benefit is to be had from the day.

The expert trainers

We are delighted to be able to offer a choice of expert trainers for this programme:

Alison is an independent HR and management development consultant, specialising in employment law, leadership development and organisational development. Formerly European HR Manager for Kodak, she has also worked within the finance, retail, hospitality, IT and manufacturing sectors. With a highly interactive and dynamic training style, Alison is unerringly focused on the practical aspects of helping people solve problems and achieve objectives. Her enthusiastic and professional approach has won her many clients, including Avis, BP, Daimler Chrysler, Deutsche Bank, Ecotec, Elite Hotels, HSBC, Homebase, Microwarehouse, Procter & Gamble and Standard Bank.

Rosanne, who has over 18 years' experience working in Human Resources as an HR Manager, a trainer and a coach, is passionate about helping organisations and individuals reach their full potential. She has substantial experience of training and development at all stages, including training needs analysis, designing and delivering training interventions and training evaluation against business outcomes and performance. A Chartered Fellow of the Chartered Institute of Personnel and Development, a Business Practitioner in NLP and with a background in Transactional Analysis,

Rosanne is also a qualified coach through the Coaches Training Institute and has recently graduated from the Solutions Focus Professional Training programme.

Course outline

- 1 Introductions and course objectives**
- 2 The business case for change**
- 3 Leading and managing change**
 - Leading v managing change
 - Change equation
 - Marathon model
 - *Baker's dozen discussion*
 - Key principles for leading in turbulent times
 - Tools for managing change
 - *Change leadership audit questionnaire*
- 4 Personal impact**
 - The change continuum
 - The stages of change
 - The personal power grid
 - The predictable process of change
 - *The personal identity exercise*
- 5 Managing the human side of change**
 - Managing the transitions
 - Managing the impact on employees
 - Managing the impact change has on you
- 6 Reframing resistance**
- 7 Communications**
 - Communications principles
 - Key success factors for effective communications
 - Tips for successful communications during change
- 8 Conclusion**
 - Workshop review / discussion
 - Close

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