



Change Management Training Course

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Introduction

Organizations move through a number of identifiable stages as they grow and develop. In some cases these changes are planned, in others they are unplanned. Sometimes the forces for change come from within the organization and at other times they will be caused by external forces or influences. The need for organizations to meet and to cope with changing conditions requires innovation, creativity and flexibility.

This course will help develop the skills and knowledge required to promote the use and implementation of innovative work practices to effect change and manage changes so there is minimal work place disruption.

Who Should Attend?

- Managers
- Executives
- Supervisors
- Anyone who is involved in developing and implementing plans

Methodology

This interactive Training will be highly interactive, with opportunities to advance your opinions and ideas and will include;

- Lectures
- Workshop & Work Presentation
- Case Studies and Practical Exercise
- Videos and General Discussions

Certificate

BTS attendance certificate will be issued to all attendees completing minimum of 80% of the total course duration.

Course Objectives:

Upon course completion, participants will be able to:

- Understand the role of change in organizational success.
- Develop the skills needed to support innovation and improvement.
- Develop the planning skills needed to introduce and implement positive change.
- Use consultative processes to reduce the barriers to change.
- Analyze and evaluate problems associated with change.
- Manage the stress associated with change.
- Monitor the outcomes of change.

Course Outline:

Preparing for Change

- Defining your strategy
- Building the team

Understanding Cycle of Emotions for the Individual

- Denial
- Avoidance
- Passive acceptance
- Challenged
- Committed

Managing the Change

- Developing a change management plan
- Developing a communication plan
- Implementing the plans

Gaining Support

- Gathering data
- Addressing concerns and issues
- Evaluating and adapting

Making it all Worthwhile

- Leading status meetings
- Celebrating successes
- Sharing the results and benefits

Bringing People to your Side

- A dash of emotion
- Plenty of facts
- Bringing it all together

Building Resiliency

- What is resiliency?
- Why is it important?
- Five easy steps for the leader and individual

Building Flexibility

- What is flexibility?
- Why is it important?
- Five easy steps for the leader and individual

Workshop Wrap-Up

- At the end of the workshop, participants will have an opportunity to ask questions and fill out an action plan.