

## CHANGE MANAGEMENT TRAINING

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**COURSE LENGTH: 1.0 DAYS**

Change Management is a general discipline to ensure that changes are executed carefully, efficiently and with long-lasting benefits. By identifying and planning for its wider effect on the organization and its people, you can implement changes much more easily and minimize any negative impact. Every change initiative that you encounter or manage will have its individual distinct set of activities and goals which all must be identified and coordinated.

The role of a change manager is to make sure that the journey to the new methods of working is uncomplicated, so you will need a good set of skills and techniques to assist you in this process. Learn the skills and techniques like change planning, proper timing of communication, gaining "buy in" and much more by enrolling in a Change Management training course with PD Training.

This practical class in change management is available now throughout Kuala Lumpur and Malaysia.

This Change Management training course can be delivered at your premises by one of our expert local or international trainers or live online using our HIVE technology.

Contact us today for a quote or enroll now into the next public course date.

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## CHANGE MANAGEMENT TRAINING COURSE OUTLINE

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### FOREWORD

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 Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Change Management Training is important in today's professional world as organisational change is more the norm rather than the exception. More than ever, work roles and organizations are in a state of flux with changes in structure, re-deployment, return to work, redundancy and personal crisis. Hence it is important to understand the change management process and learn some important change management tools.

Change takes place on three different levels:

- the Individual
- the Team
- the Organization

Organizational change management has to happen at all three levels as they are interrelated.

This **Change Management** Training Program is geared toward teaching the change management process as well as some change management tools and principles that can support managers, consultants and other change facilitators to fulfill their mission: to initiate and sustain change processes.

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### OUTCOMES

#### In this course participants will:

- ▶ Learn about effective change management strategies
- ▶ Understand and recognize individual motivators for change and how to use them
- ▶ Recognize that everybody's personal change journey will be different
- ▶ Develop a change management & communications plan
- ▶ Gain skills required to lead a change project, celebrating a successful change and sharing the benefits and results with all staff
- ▶ Master strategies to align people with change, appealing to emotions & fact
- ▶ Understand the importance of resiliency in the context of change
- ▶ Learn to foster resiliency throughout a change project
- ▶ Understand the importance of flexibility and how to foster this strategy throughout a change project

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### MODULES

#### Lesson 1: Getting Started

- ▶ Workshop Objectives

#### Lesson 2: Preparing for Change

- ▶ Defining your strategy
- ▶ Building the team

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### Lesson 3: Identifying the WIIFM

- ▶ What's in it for me?
- ▶ Building support

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### Lesson 4: Understanding Cycle of Emotions for the Individual

- ▶ Denial
- ▶ Avoidance
- ▶ Passive acceptance
- ▶ Challenged
- ▶ Committed

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### Lesson 5: Managing the Change

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

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### Lesson 6: Gaining Support

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

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### Lesson 7: Making it all Worthwhile

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

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### Lesson 8: Using Appreciative Inquiry

- ▶ The four stages
- ▶ The purpose of AI
- ▶ Examples and case studies

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### Lesson 9: Bringing People to your Side

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

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### Lesson 10: Building Resiliency

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

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### Lesson 11: Building Flexibility

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

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### Lesson 12: Wrapping Up

- ▶ Words from the Wise
- ▶ Parking Lot
- ▶ Action Plans and Evaluations

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## WEB LINKS

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- ▶ [View this course online](#)
- ▶ [In-house Training Instant Quote](#)