

Course overview:

Management of change

(C392eng)



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Overview and objectives

Individuals are suspicious of change since it inevitably involves different actions and practices than those which they are currently familiar with and used to. Change is a 'black box' that needs to be unlocked with care!

The course is a two day event which involves participants working on their own specific change events and creating plans and procedures which will help smooth their change processes through group and individual feedback, exercises, formal inputs etc

Who should attend?

Managers and supervisors who have to implement change but may have had little to do with the change decisions. They are now implementing decisions of others and need to know how to deal with the problems of implementing the change and living in a changing environment

Recognising Change

- Setting the Context of Change • Effects of change

Analysing a Current (or recent) Change

- Apply a Force Field Analysis to the change situation • Identify current state against the six key implementation activities

Drivers for Change

- Examine each activity against dimensions of power, information, winners and losers • Create an action plan for unblocking resistance

Change and Individuals

- Transition Curve • Significance of 'Anchors' • Stress and Change

Change and Views of Organisations

- Mechanistic Change • Organic Change • Other Options

Successful Change Management

- Draw upon successes and learn from failures in the successful management of change • Checklist of successful change

Sustaining Change

- Identify key elements in sustaining change • Create challenges to sustain positive spirit of change • Produce personal action plans

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