

CHANGE MANAGEMENT

DAYS OF TRAINING: 1

PREREQUISITES: None

FUNDAMENTALS OF CHANGE MANAGEMENT

Basics of change management
Understanding levels of change
Identifying misconceptions about change
Importance of change
Understanding the benefits of change
Identifying essential areas of change
Leading change
Promoting successful change
Understanding resilience

CHANGE PROCESS

Steps of a change process
Analyze a situation
Analyzing a situation
Understanding the aspects of change
Choose an action
Choosing an action
Implement the action
Creating a sense of urgency
Motivating employees
Preventing failure
Monitor the progress
Monitoring the progress

OBSTACLES TO CHANGE

Resistance
Resisting change
Understanding negative reactions
Easing the tension
Complacency
Identifying causes of complacency
Crisis
Reacting to a crisis
Preparing for a crisis

MANAGING CHANGE

Creativity
Encouraging creativity
Commitment
Developing commitment
Communication
Communicating during a change
Demonstrating support by listening
Controlling the grapevine

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Fleming House, 5 Fleming Road, Kirkton Campus, Livingston, Scotland, UK. Tel +44(0)845-351-0071 Fax: 01506-407-088 Website: www.a-certif.uk.com Email: contact@a-certif.uk.com

ADAPTING TO CHANGE

Truths and misconceptions
Identifying truths and misconceptions
Understanding the transition process
Factors affecting response
Factors affecting response
Understanding response styles
The endings phase
Understanding the endings phase
Managing the endings phase

COPING WITH UNCERTAINTY

The exploration phase
Understanding the exploration phase
Understanding responses
Understanding needs
Management of the exploration phase
Managing uncertainty

MOVING FORWARD

The new beginnings phase
Understanding the new beginnings phase
Understanding needs
Management of the new beginnings phase
Understanding communication guidelines