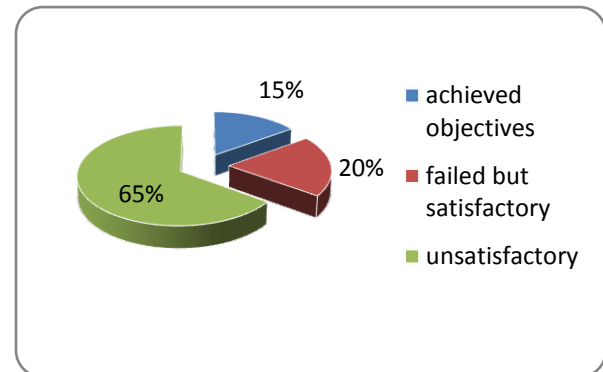


Frameworks for Change Management

A recent UK survey of 120 change initiatives identified that:

- 15 percent achieved their objectives,
- 20 percent failed to achieve their objectives but were nevertheless regarded as satisfactory,
- 65 percent were considered unsatisfactory.



Managing change is a critical skill in today's world of rapid and continuous change. Businesses often recognise the challenge of getting people to change shortly after implementation has started. The new system, process or structure is expected to go in unopposed. When the welcome mat doesn't appear the project team scrambles to do some patch up communication – often with poor results.

This training course provides both the critical skills and a framework for the successful management of change.

Course objectives

This course will allow participants to:

- Understand the impact of change
- Prepare for and support impending changes
- Manage others through changes in the workplace
- Get buy-in; deal with resistance and avoid the 'tyranny of positivity'
- Become a leader of change
- Confidently develop creative change solutions
- Ensure that change is sustainable

Course duration

2 days

Who should attend

Business and IT executives, managers, project managers and team managers who will be involved in managing change.

Course Outline:

Introduction to Change

- Change theories
- Why change fails

Preparing for Change

- Change leadership
- Establishing a shared need for change
- Shaping the vision
- Assessing the readiness for change

Delivering Change

- Mobilising commitment
- Developing a change management plan
- Creating change agents
- Communications strategy and planning
- Aligning with a project or programme plans
- Creating a self-reinforcing change process

Sustaining Change

- Training and infrastructure gaps
- Managing new challenges
- Aligning the organisation
- Fostering continuous improvement

Training methodology

This is a practical and interactive workshop using a mixture of classroom based training and breakout groups where participants have the opportunity to put into practice the tools and methods discussed. Attendees are encouraged to share their own experiences and where confidentiality permits they will practise by using real-life changes in their own organisations.