

## Managing Organisational Change

### Overview:

The complexities of change within modern organisations can be overwhelming for organisations and their respective human resources.

Change today is unlike any changes past generations have experienced. Change today is revolutionary in nature, rather than evolutionary. In addition, there is more change to contend with than ever before, and the volume, momentum, and complexity of change has accelerated at an increasing rate.

The ability of managers, supervisors, team leaders and human resource professionals to understand the fundamentals of managing change has become a standard business competency.

After completing this course, participants will know how to identify the levels of change, the misconceptions about change and the importance and benefits of change, as well as recognise the behaviours and traits of a change agent.

This course will introduce an eight-step process for managing organisational change in an effective and positive manner.

**Designed for:** This course is suitable for entry, middle or new managers.

**Duration:** 2 days

### Content:

#### Fundamentals of change management

- Basics of change management
- What is change?
- Causes of change
- The nature of change
- Different views on change
- Incremental change
- Transformational change
- Theoretical models of change

#### Change process

- Eight steps to change
- Consider all alternatives
- Define the change/Create a vision
- Communicate
- Address concerns
- Develop an action plan
- Close
- The close report
- Create a climate of certainty
- Follow up
- Change planning worksheet

#### Leading change

- Change management roles
- Change leaders
- Planning change
- Resistance to change
- Reaction to change
- Reducing resistance to change
- Giving feedback
- Feedback steps
- Innovation and creativity
- Stimulating innovation

#### Adapting to change

- Performance during change
- Resistance
- Resilience
- Managing team stress

#### Evaluating change

- Evaluating change

#### Role play

#### Actions



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