

CHANGE MANAGEMENT

FOUNDATION

Duration: 3 days; Instructor-led(ILT) | Virtual Instructor-led Training (VILT)

OVERVIEW

The Change Management Foundation course provides participants with a basic but solid grounding in the Principles of Change Management, as they are summarized in the reference literature. The Change Management foundation course is aimed to get the basics to understand why change happens, how change happens and what needs to be done in order to make change a more welcomed concept. In particular this course should be delivered in organizations looking for insights into different frameworks and ways of approaching change at an individual, team and organizational level. This course is delivered using a case study and an exercise kit designed to further enhance and cement the candidates understanding of the subject. Students who have attended this course are suitably prepared to successfully take the associated Change Management Foundation certification exam which is a requirement for attending the Change Management Practitioner course. Mock examinations are provided and used as a preparation to the final exam.

COURSE APPROACH

Participants will learn the principles and core elements of Change Management, namely:

- Managing change and the individual
- Managing change and the team
- Managing change and the organization
- Leadership and change

An interactive approach is used combining lecture, discussion and case study experience to prepare participants for the Change Management Foundation certification exam as well as providing valuable practical knowledge that can be rapidly applied in the workplace. Mock examinations are provided and used as a preparation for the final test.

AUDIENCE

- Anyone interested in understanding the basic principles of achieving successful organizational change, transition or transformation.
- Team members involved in organizational change, transition or transformation projects

PREREQUISITES

No pre-requisites

METHODOLOGY

This program will be conducted with interactive lectures, PowerPoint presentation, discussions and practical exercise.

COURSE OBJECTIVES

At the end of this course, you will be able to learn:

- How the process of organizational change or transformation occurs.
- The roles needed to assemble teams most likely to achieve successful organizational change.
- How people react to organizational change and how to help them adapt.
- Developing strategies to keep people motivated while an organization undergoes change.
- The different types of change process e.g. planned and emergent change.
- How to keep stakeholders engaged while an organization undergoes change.

COURSE CONTENTS

Module 1: Introduction, Change Management Context, Learning

- Learning process and styles
- Learning dip

Module 2: Change and the individual

- Models of individual change
- Motivation
- Individual differences

Module 3: Change and the organization

- Metaphors of organizations
- Organization culture and change
- Models of change
- Key roles in organizational change
- Drivers of change
- Developing vision
- Benefits Management

Module 4: Stakeholder Strategy

- Principles
- Identifying and segmenting stakeholders

- Personas and empathy maps
- Stakeholder mapping
- Influencing strategies

Module 5: Communication & Engagement

- Communications biases
- Feedback and communications approaches
- Communicating change - factors, barriers and approaches
Communications channels {Push-Pull & Lean-Rich}
- Planning communications

Module 6: Change Impact

- Identifying and assessing change impact
- Stakeholder impact assessment
- Change severity assessment

Module 7: Change Readiness

- Motivation to change and supporting individuals
- Change agent networks
- Building organizational change readiness
- Building the change team
- Change management plan
- Preparing for resistance

Module 8: EXAM PREPARATION

- Exam revision and preparation