

## Change Management

Duration: 1 day

### Overview:

The New Horizons Change Management Program teaches participants how to develop the skills to proactively address change and meet the challenges of transition in the workplace. You will work with various employee personalities to overcome the problems encountered when making changes in your organisation. You will also learn how to develop the ability to effectively handle organisational changes by examining the transition process and understanding their own, and others', needs and responses to each phase. The manual is designed for quick scanning in the classroom and filled with interactive exercises that help ensure participant success.

### Target Audience:

This course will benefit any manager, supervisor or team leader who is about to lead their direct-reports through imminent change or whose organisation consistently undergoes change.

### At Course Completion:

Participants will leave the course with a certificate of attendance and an individualised action plan to help support next steps on return to the workplace. More importantly you will have developed skills and knowledge to:

- Get the best out of people through change
- Be less stressed in a change process
- Be more productive/effective in the various phases of change
- Better able to deal with conflicts and challenges that arise during change

### Lesson 1: 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

### Lesson 2: Change process

- Steps of a change process
- Analyse a situation
- Understanding the aspects of change
- Choose an action
- Implement the action
- Creating a sense of urgency
- Motivating employees
- Preventing failure
- Monitor the progress

### Lesson 3: 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

### Lesson 4: Managing change

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

### Lesson 5: Adapting to change

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

### Lesson 6: Coping with uncertainty

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

### Lesson 7: Moving forward

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