

Organisational Change Management

Critical skills for aspiring and practising Change Managers

Duration: 5

This Foundation/Practitioner course on Organisational Change Management is based on the Change Management Body of Knowledge as defined by the Change Management Institute (CMI), an independent, global professional association of change managers. This body of knowledge provides an independent benchmark for the professional knowledge expected of an effective change manager.

The course comprehensively covers both the theory and the practice of change management including: Change in the individual, change in the organisation, communication and stakeholder engagement along with change practice. Accredited by APMG, the course is structured in two modules: a stand-alone Foundation Level (3 days) and a follow-on Practitioner Level (2 days). These can be taken individually or combined. Choose the option that best meets your needs. If you are interested in going to Practitioner level we recommend talking both modules in the one sitting if possible

Who Should Attend

The Foundation level is for anyone who wants a sound understanding of Change Management principles and practices. Practitioner level is for anyone who wants to gain practicing level capability. It is ideal for those who lead, manage or contribute to the facilitation of change. Attendance is suitable for all Change Management roles, Project Managers, Business/Process Analysts, Team Leaders/Supervisors, Senior Managers, etc.

Pre-Requisites

There are no pre-requisites for the Foundation level. However to be able to continue onto the Practitioner level, the participant must have completed the Foundation level successfully.

Learning Outcomes

After completing this course, the candidate should understand:

- The human side of change & how to help people deal more effectively with change, maintaining their commitment and bringing them successfully through the change process.
- The various types of change that affect organisations, and how to draw on a range of approaches to support the effective delivery of the desired outcomes from change.
- How to identify and work with the stakeholders in a change initiative. How to plan, execute and measure the effective communications required.
- How to assess the impacts of change, to develop effective change teams and to recognise and address resistance to change.
- The process of sustaining change and know how to embed a change initiative as the new 'business as usual'

Course Contents

Foundation Level

1. Change Management Context

- Learning Process & Styles
- Learning dip

2. Change & the Individual

- Models of individual change
- Motivation
- Individual difference

3. Change & the Organisation

- Metaphors of organisations
- Organisation culture and change
- Models of change
- Key roles in organisational change
- Drivers of change
- Developing vision

4. Stakeholder Strategy

- Identifying & segmenting stakeholders
- Personas & empathy maps
- Stakeholder mapping
- Influencing strategies

5. Communication & Engagement

- Communication biases
- Feedback and communication approaches
- Communication Change – factors, barriers & approaches
- Communications channels
- Planning communications

6. Change Impact

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

7. Change Readiness

- Motivation to change & support
- Change agent networks
- Building change readiness
- Building the Change Team
- Change Management Plan
- Preparing for resistance

Practitioner Level

1. Training Planning

2. Project Management – Change initiatives, project & Programmes

3. Sustaining Change