

Change Management

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Version: 1

Course Length: 1 day (6+ hours)

Audience: Students interested in learning about change management

Prerequisites: None

What's in Change Management:

Understand the fundamentals of managing change by identifying the levels, importance and benefit of change. The open, modular-style manual is designed for quick scanning in the classroom, and is filled with interactive exercises that will allow students to explore the complexities of Change Management.

Objectives:

- Identify the steps of a change process, analyze a change situation, choose an action while avoiding risks.
- Identify the obstacles to change including resistance and negative reactions, empower employees, and ease the tension caused by a change.
- Identify the factors that affect the response to change, and recognize the styles of response.
- Identify the emotions, responses, and needs experienced during the exploration phase, and the strategies to manage the exploration phase.

Topic-Level Outline

Unit 1 : Fundamentals of change management

*Topic A: * Basics of change management*

A-1: Understanding levels of change

A-2: Identifying misconceptions about change

*Topic B: * Importance of change*

B-1: Understanding the benefits of change

B-2: Identifying essential areas of change

*Topic C: * Leading change*

C-1: Promoting successful change

C-2: Understanding resilience

Unit 2 : Change process

*Topic A: * Steps of a change process*

*Topic B: * Analyze a situation*

B-1: Analyzing a situation

B-2: Understanding the aspects of change

*Topic C: * Choose an action*

C-1: Choosing an action

*Topic D: * Implement the action*

D-1: Creating a sense of urgency

D-2: Motivating employees

D-3: Preventing failure

*Topic E: * Monitor the progress*

E-1: Monitoring the progress

Unit 3 : Obstacles to change

*Topic A: * Resistance*

A-1: Resisting change

A-2: Understanding negative reactions

A-3: Easing the tension

*Topic B: * Complacency*

B-1: Identifying causes of complacency

*Topic C: * Crisis*

C-1: Reacting to a crisis

C-2: Preparing for a crisis

Unit 4 : Managing change

*Topic A: * Creativity*

A-1: Encouraging creativity

*Topic B: * Commitment*

B-1: Developing commitment

*Topic C: * Communication*

C-1: Communicating during a change

C-2: Demonstrating support by listening

C-3: Controlling the grapevine

Unit 5 : Adapting to change

*Topic A: * Truths and misconceptions*

A-1: Identifying truths and misconceptions

A-2: Understanding the transition process

*Topic B: * Factors affecting response*

B-1: Factors affecting response

B-2: Understanding response styles

*Topic C: * The endings phase*

C-1: Understanding the endings phase

C-2: Managing the endings phase

Unit 6 : Coping with uncertainty

*Topic A: * The exploration phase*

A-1: Understanding the exploration phase

A-2: Understanding responses

A-3: Understanding needs

*Topic B: * Management of the exploration phase*

B-1: Managing uncertainty

Unit 7 : Moving forward

*Topic A: * The new beginnings phase*

A-1: Understanding the new beginnings phase

A-2: Understanding needs

*Topic B: * Management of the new beginnings phase*

B-1: Understanding communication guidelines