

Managing Organisational Change

Course Overview

Change Management is an approach to shifting or transitioning individuals, teams, and organisations from a current state to a desired future state. It is an organisational process aimed at helping change stakeholders to accept and embrace changes in their business environment.

John P. Kotter defines change management as the utilisation of basic structures and tools to control any organisational change effort. Change management's goal is to maximise an organisation's benefits, minimise the change impacts on workers, and avoid distractions. (Kotter, 2012)

Program Format

This is 3-hour program that can be delivered face-to-face or as a virtual program.

Course Objectives

At the end of this course, the participants should be able to:

- Develop an understanding of change management and the reasons why it is important
- Use learned techniques and methods to overcome negativity
- Distinguish between the different stages and phases of transition so you can help your team members and others move forward
- Development of your own change management process action plan that you can immediately apply to your own workplace

Course Outline

What Is Change Management?

Create your own definition of change management and look at it in terms of your organisation. What is it you are trying to achieve?

Examine the 7 distinct levels of change and determine the type of change your organisation is trying to implement and manage.

Resistance To Change

Identify the most common drivers of resistance to change and begin to develop strategies to address those drivers right from the start.

Transitional Phases

There are three distinct phases of change:

1. Endings
2. Neutral zone
3. New beginnings

Look at each stage and determine the tools you need to manage your people through each phase as quickly and painlessly as possible.

Stages Of Response To Change

The process of managing change is centered on your ability to help people let go of the familiar and embrace the unknown. People can go through nine stages of changes that take them from optimism to pessimism and back again. The role of the leader is to manage this smoothly.

Dealing With Resistance To Change

Assess the tools and techniques for dealing with resistance and use these to create effective strategies for addressing any resistance to change you might encounter.

Overcoming Resistance

Depending on the type of change your organisation is implementing, there are eight strategies you can employ to:

- a. Create the right climate for change
- b. Engage and enable the organisation
- c. Implement and sustain the change

