

The Principles of Managing Change

Duration: 1 Day

Maximum 12 delegates

About the course

By the end of this one day workshop participants will be able to;

- outline the key elements of an effective change programme and understand their role and responsibilities as managers in implementing effective change initiatives
- describe their own and others' typical responses to change, identifying the steps that need to be taken to promote commitment and relate the theory to change issues in their area of the business

Who should attend?

Managers and others responsible for change in their organisation or who wish to develop strategies to enable their businesses to thrive in an ever-changing market.

Course content:

- the nature of organisational change – why change efforts can fail to deliver, typical sources of senior management dissatisfaction with change programmes, the essential ingredients of successful change
- creating the change agenda – understanding the drivers and need for change, the external and strategic context, identifying what needs to be different, choosing the right changes and focusing on priorities
- assessing the changes needed – considering where the organisation is now and where it needs to be and mapping the progress
- how people react to change – understanding typical responses, why some resist and some support, the emotional phases, what the manager can do
- building commitment – anticipating sources of resistance, turning the cynics around, overcoming apathy, getting people ready for change
- creating and communicating a vision – what an effective 'vision' really looks like, why it is important, making it real, relevant and useful
- the practical tools and techniques for planning change – including communication with staff and contingency plans anticipating the difficult areas
- culture change – what it is and why is it vital How change affects you – how it feels to drive a change effort, coping when things go wrong, maintaining focus and energy, confronting doubts
- your role as a manager – what others expect from you, your key attributes as a 'change agent', your role at different stages of the change, keeping internal and external 'stakeholders' with you
- maintaining the momentum for change and embedding the change after the initial effort.