

Change Champions – Managing Change in Organisations

WORKSHOP DURATION:

Five days

WORKSHOP INTRODUCTION:

The environment in which we operate has become more complex, turbulent and uncertain. As a result, the magnitude, speed, unpredictability and impact of change are greater than ever before in our world today. We have had to move our thinking and doing from local to global, our local markets face global competitors. Added to that stakeholder expectations are constantly shifting, work patterns and demographics are changing, new technology is born everyday; and social and environmental upheavals re-order our activities. Parastatal's have become private sector companies or have had to change to become market-oriented.

Organisations and people are all involved with change at varying magnitude's and levels. Organisations and change must live comfortably together or else they will not survive. Successful management of change has become an essential core competence of every individual and organisation.

WORKSHOP OBJECTIVES:

Candidates who successfully complete this workshop will have added change competence as a key differentiator to their managerial toolboxes. By the end of the workshop, participants will:

- Understand and manage their individual response to change
- Understand and manage staff and teams in adapting to change
- Able to manage resistance to change
- Understand and have the required standards to lead and manage change, and to know the difference
- Understand additional roles required to support the change process
- Be able to select the right change process
- Recognise areas in need of change in the organisation, and within its environmental context
- Be able to use the right tools to assess, plan for and manage change of change
- Make recommendations for change based on sound reasoning and best practise benchmarks
- Be able to apply creative thinking to current and future change.

BENEFITS:

Successful participants on this workshop will be able to manage personal change confidently.

The participants will be equipped with an indispensable competence which can be further nurtured with workplace practise, to sharpen the organisations competitive edge.

The workshop participants will carry with them the techniques and tools used to prepare and build the future.

There will be plenty of opportunity to develop, practice and receive feedback on these skills, so that participants feel comfortable with them.

Participants will find that the knowledge and skills they gain on this workshop will assist them outside the work environment as well as they meet the challenges of change in their personal lives!

WHO SHOULD ATTEND?

All personnel who are required to manage change during in the course of their work will benefit. In particular, it is suggested that the workshop should be directed towards:-

- Department Managers
- Supervisors
- Sales and Marketing personnel
- Mentors and Career Coaches
- Training and Human Resources personnel
- Trainee Managers
- Graduates in Training

In fact, anyone who is serious about furthering their personal growth and careers will benefit from this interesting, informative and practical workshop on managing change.

WORKSHOP METHODOLOGY:

This workshop is interactive, allowing for active participation and sharing of experience during sessions. There will be several short lectures and video sessions, followed by case studies and role plays, group discussions and practical assignments. There will be a final group presentation that all delegates will take part in.

TOPICS TO BE COVERED:

Day One – Change & the Individual

1.1 Introduction

- Experience of Change
- Practical Exercise
- Change Champions
- Discussion
- Video
- Case Assessment Methodology
- Format

1.2. Change

- The Meaning of Change
- Context and History of Change
- Systems thinking

- The Change Process

1.3. The Individual in Change

- Individual Change Assessment
- Individual Exercise
- The Psychological Process of Change
- Discussion
- Managing Stress
- Individual Review
- Passionate about Change
- Video
- Personal Mastery
- Discussion
- Action Plan
- Individual Exercise

Day Two – Change Roles

2.1. The Change Manager

- Managing People through Change
- Video
- Strategies for Managing Resistance
- Case Study and Debrief
- Strategies for Managing Staff
- Role-play
- Power and Politics
- Discussion
- Self Assessment
- Action Plan

2.2. The Change Leader

- Change Leaders
- Discussion and Benchmarks
- Company Assessment
- The E and O Styles in Leading Change
- Leading Differences
- Understanding Groups in Change
- Case Study and Debrief
- Self Assessment
- Action Plan

2.3. The Change Agent and Change Team

- Role of the Change Agent
- Role of the Change Team
- Case Study and Debrief

Day Three – Organisation Change

- 3.1 Organisational Growth
 - Growth Cycles in Organisations
 - Discussion

- 3.2. Types of Change
 - Planned Change
 - Hard Change - Mini Case
 - Soft Change - Mini Case
 - Company Assessment
 - Emergent Change
 - Mini Case
 - Company Assessment
 - Culture Change
 - Case Study Video and Debrief
 - Culture Change Tool
 - Practical Company Application
 - Plotting the Change Path
 - Choosing the Right Change Path
 - Article
 - Path Tool
 - Practical company application
 - Checking for Balance
 - Balance Tool
 - Practical Application
 - The Change Plan and Follow Through
 - Practical company application
 - Best Practise Benchmarks
 - Case Study
 - Group Presentations

Day Four – Competing for and Changing the Future

- 4.1 Future Change
 - Article Reading
 - Group Discussion and Debrief
 - Case Study
 - Analysis and Discussion
 - Video
 - Levels of Change
 - Exercise in Creativity
 - Practical Company Application
 - Company Case for Change
 - Revision of Presentation Format
 - Group Preparation Time

Day Five – The Case for Change

- Review of expectations
- Presentations
- Feedback and Awards

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