

# Leading & Managing Change

## INTRODUCTION

- Change is a fact of life in all teams, organisations and countries. The Leadership of change is vital and no matter what activities a Leader or Manager becomes involved in, from strategy implementation to making simple amendments to a work system; all of these activities require change leadership skills. Every time a Leader or Manager makes a decision, some type of change occurs.
- This Leading & Managing Change training course focuses on vital area of Leading Change, Organisational Culture and change; Organisational Development (OD) and Work Psychology. It is a unique Management & Leadership training course that provides guidelines on best practice, current 'best-practice' and skills development in organisational change leadership.

This training course is ideal for anyone who need to manage change in their organisation.

- The Difference between Change Management and Change Leadership
- The Importance of Communication during Change
- Strategies and Tools for Effective for Change Management
- Managing Employee's Resistance to Change
- The Psychology of Work

## OBJECTIVES

At the end of this training course, attendees will be able to:

- Understand Human Psychology
- Define what change is and how it impacts on the way people work
- Design a suitable change management model in their workplace
- Identify people's responses to change and explore the reasons why people resist change
- Describe organisational culture
- Develop practical skills in change leadership
- Design and Implement an effective Organisational Development (OD) based on improved performance

## TRAINING METHODOLOGY

- Participants to this Leading & Managing Change training course will receive a thorough training on the subjects covered by the training course outline with the facilitator utilising a variety of proven adult learning teaching and facilitation techniques. This Management & Leadership training course is very participatory and experiential. It involves theoretical insight, awareness building and a lot of skill practice in a group setting. The training course methodology includes individual and group activities focused on skill development. Case Studies and presentations will highlight the major teaching features. A variety of practical sessions and group interactions are into this training course.

## ORGANISATIONAL IMPACT

- Practical methodologies that can help improve change management initiatives
- Understand the importance of workplace psychology in change management
- Build a compelling vision for change with all those involved
- Develop best practice to achieve organisational effectiveness
- Apply change leadership principals to achieve successful change initiatives
- Develop a Strategy Focused Organisation (SFO) through the Implementation of Change

## PERSONAL IMPACT

- Learn the essential ingredients of change leadership
- Develop skills in change management and leadership suitable for any organisation
- Learn how to use practical change leadership tools
- Understand the five psychological phases of change management
- Appreciate issues around changing organisational culture
- Learn how to develop and Implement an effective Performance Management System as a result of Change Management

## WHO SHOULD ATTEND?

- All Managers and Leaders who wish to enhance their competencies in change management
- All Human Resource (HR) Personnel
- People who are likely to take up managerial positions in the future that will involve managing change
- Engineers and other Technical Professionals moving into Organisational Development (OD) or Business Partner (BP) roles
- Occupational Health & Safety and training staff involved in change management
- Those who received their training in Change Management in past years and need to be brought up to date with best practice in Change Leadership

## Course Outline

### Understanding Human Psychology and its Impact on Change Management

- What is Human Psychology?
- Tip of the Iceberg Concept
- Understanding Yourself
- Developing Self-awareness, Trust and Communication
- How Attitudes are formed?
- Motivation at Workplace and What Drives People to be Motivated
- The Key Drivers of Change
- The Need for Change Management

### Approaches to Organizational Change

- Where do you start with Organizational Change?
- Anticipated Reaction to Change
- What are typically the things which are required to Change?
- Define the Scale of Organizational Change
- Approaches to Organizational Change
- Steps required to Implement Change
- How to Sustain Change?
- What is the impact of Appreciative Inquiry on Change Management?
- Organizational Alignment around the Change

### Change Management and Change Leadership

- The Five Psychological Phases of Change and their Effective Management
- Difference between Change Management and Change Leadership
- Leadership and Culture in Change Management
- Change Management and Emotional Intelligence impact on Organization Performance
- The Key Components of Emotional Intelligence Link to Leadership
- Emotional Quotient (EQ) vs. Intelligence Quotient (IQ)

### Organisational Development (OD)

- What is Organisational Development?
- Introduction to Performance Management Tool Namely the Balanced Scorecard
- Defining Strategy and How to Translate It into Action and Execution
- SWOT and PESTEL Analysis
- Barriers and Success Factors to Strategy Execution – Culture, Leadership and Human Factors

## Developing Performance Contracts Framework and Scoring Mechanism

- Developing Business Plan Methodology to Achieve the Strategic Direction of the Organization
- Developing and Implementing Performance Contracts Framework between CEO and Functional Managers within the Organization
- Developing a Comprehensive Balanced Scorecard and Scoring Mechanism for your organization using EXCEL
- Training Course Review and Wrap-up

