CHANGE ACT
Analysis Consulting Training

Business Improvement

Leading Change Effectively

Course background

Whenever a change is coming, resistance must be expected and it has to be managed so as the project implementation maximises the utilisation rate, the speed of adoption and the level of performance of the users. Maximising those 3 KPIs (Key performance indicators) provide the best ROI (Return on investment) on the project.

Course objective & content

Course objective:
Provide basic concepts and tools of Change Management to Managers and Change agents

The course will cover the following topics:
1: The different roles
- What is Change management?
- Why Change management?
2: Roles and responsibilities
- Roles – According to PROSCI Best Practices
- The Sponsor Activity Model
- The role of Sponsors
3: Manage resistance
- How to prevent resistance
- How to manage resistance (Do's and Don'ts)
- 5 stages of grief
- How to manage disruptive feelings/emotions
4: Being a role model
- My behavior towards change – Before, during, after
- ADKAR Model
- Communications – PROSCI Tips
5. Conclusion
- Review of key concepts
- Definition of Change management: What is different? - Before/After
- Engagements

Targeted audience

Directors, managers, people responsible for change, and team leaders.

Duration

The course is 1 day or 7 hours.

Course fee

N/A

** Conditions apply. Please see the enrolment form/ proposal.*

Number of delegates

Please see the enrolment form/ proposal.

Course design

The course is delivered through formal lectures and exercises to enhance the learning process.

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