

# Change Management

Organisations must change to stay competitive and the way in which change is managed can have a dramatic effect on success. Through this program you will discover how to lead your organisation and team through change by following an 8-step process that allows you to turn your strategic vision into reality.

## Snapshot

Duration: 2 days

## Learning Outcomes

At completion of this course, participants will be able to evaluate and implement the following:

- Use John Kotter's 8-step change process to lead change in your organisation
- Identify ways to increase the urgency to change
- Define the important elements when creating a team to guide change
- Prepare a compelling vision for the change process
- Create strategic plans to promote the introduction of change
- Adapt your communications to secure people's buy-in to change
- Apply techniques to increase participation in change initiatives
- Build a work environment that encourages creativity and innovation
- Develop monitoring processes to provide evidence of the success of the change
- Implement ongoing processes to continue to seek opportunities to improve and change

## Course Content

### Setting the Context

- Introduction
- Learning outcomes
- Participant objectives

### Seeing the Iceberg

- When change doesn't work
- The 8 steps of change
- Our iceberg is melting
- Identifying opportunities for change
- Change is happening!

### **Building Momentum Through Urgency**

- What urgency?
- Addressing complacency
- Pushing up the urgency

### **Building the Guiding Team**

- Can I do it on my own?
- Finding the right people
- Trust and a common goal
- Steps to create a guiding team

### **Developing Vision and Strategy**

- Why spend time on a vision?
- Creating a vision
- Strategic planning

### **Communicating to Secure Buy-In**

- Failure to communicate
- KIS communication
- Pitching your communications
- Devising a communication plan
- Checking for buy-in

### **Empowering Action**

- Barriers to empowerment
- Removing barriers to change

### **Creating Short-Term Wins**

- Change takes time Are we progressing?
- Communicating short-term wins
- Don't Let Up and Make Change Stick
- Keeping momentum going
- Making change stick

### **The Story**

- Typical change characters
- Back in the workplace

### **Action Plan**

- Planning to apply new skills and knowledge at work
- References and further reading