ILM Recognized Leading and Managing Change

Training Overview

Leading and managing change relies on analyzing real life business change situations and initiatives.

Participants will get the opportunity to apply knowledge and techniques acquired and discussed throughout the course. They will synthesize their insight, and use all their newly acquired skills to develop and present projects on change and change management.

Change readiness assessments, team exercises, individual exercises, and case studies will be used throughout the course all of which are part of a well-designed framework that attendees can apply immediately as a best practice when dealing with change in their work environment.

Training Objectives

By the end of this training, the trainee will be able to:

- Explain the leadership and management perspective on 'change'
- Analyze change and develop strategies and plans to deal with it
- Manage resistance to change and recognize the strong emotions associated with it
- Discuss and design communication strategies to accelerate change
- Develop insight into corporate cultures and how they influence change initiatives

Training Audience

- OD Professionals
- Executive Management
- Directors and Section Heads

Training Duration

5 Days

Training Methodology

- Lecturing
- Role Playing
- Discussion
- Case Studies
- Procedures Development

Training Outlines

Understanding planning and managing change

- Change and change management
- Defining organizational change
    - Nature of organizational change
    - Reasons and challenges
- Typology of organizational change
    - Adaptive
    - Innovative
    - Radical
- Diagnosing the intensity of change
    - The change equation
    - The importance of frameworks
    - The connectivity of change
- Change agents and transformation
    - Types of change agents
    - Competencies of change agents
    - Change management and stakeholders' analysis

Models and strategies for managing and leading change

- Leadership and organizational change
- Management adaptation to change situations
- Evaluating the need for change
- Preparing and planning for change
- The Kotter's eight step model

Managing resistance to change

- People and change
    - Why people resist change
    - Forms of resistance and how to deal with them
    - Individual factors versus group factors
- Stages people go through when resisting change
    - The 'SARAH' model

- o Managing the transition stage
- Managing resistance and emotions
- Risks associated with change
  - o Identifying and managing risks
  - o Risk-impact probability chart

Communicating change

- The importance of communicating change
- What people want to hear and what they need to see
- Elements of a change communication plan
- Dos and don'ts when communicating change

Key factors in making organizational change happen

- Understanding organizational and corporate cultures
- Components of a company culture
- Forms of cultural change in an organization
- Common mistakes when transforming company culture
- 20 steps to sustain change to a company culture