Course Overview:

This course emphasizes the strategy and impacts of change management, the change process and obstacles (and resolutions) to changes.

Course Objective:

Upon successful completion of the Change Management Training course, you will be able to:

- Clearly define the change and align it to business goals.
- Determine impacts and those affected.
- Develop a communication strategy.
- Implement a support structure.
- Measure the change process.
- Handle obstacles to change.
- Manage change through encouraging creativity, developing commitment, and communication.
- Adapt to change.
- Cope with uncertainty and move forward.

Course Outline:

Module One: Determine Impacts and Those Affected

What are the impacts of the change?

Who will the change affect the most?

How will the change be received?

Module Two: Develop a Communication and Readiness Strategy

Clarify and Align the Vision and Goals

Determine Readiness

Establish a Sense of Urgency

Create a Communication Plan

"Activate the Change" Practice

Module Three: Create a Plan

Gather and Analyze Data

Plan to Manage Resistance

Involve, Engage, and Motivate Others

"Create a Plan" Practice

Module Four: Transition the Change

Design the Implementation

Institutionalize the Changes

Evaluate the Effort

Module Five: Implement a Support Structure

Assist Employees Emotionally And Practically in Adjusting to the Change

Build Proficiency of Behaviors and Technical Skills Needed to Achieve Desired

Business Results

Consider Where support is most required

What types of support will be most effective?

Module Six : Measure and Evaluate the Change Process

Training Language:

English-Arabic

Training Methodology:

- Presentation & Slides
- Audio Visual Aids
- Interactive Discussion
- Participatory Exercise
- Action Learning
- Class Activities
- Case Studies
- Workshops
- Simulation

Did the change assist in achieving business goals?

Was the change management process successful?

What could have been done differently?

Module Seven: Be an Effective Leader

Why Do People Follow Leaders?

Communicate as You ACT: A Tool

Tips to Manage Resistance

Gaining Commitment

Who Should Attend:

Managers in all industries who are responsible for choosing and implementing an organizational and divisional strategy that will produce optimal results.