



Change Management

Course Outline



Program Overview

There are few guarantees in the workplace today, but change is one of them. This training is important in today's professional world as organizational change is more the norm rather than the exception. Organizations move through a number of identifiable stages as they grow and develop. In some cases these changes are planned, in others they are unplanned. Sometimes the forces for change come from within the organization and at other times they will be caused by external forces or influences. The need for organizations to meet and to cope with changing conditions requires innovation, creativity and flexibility. This course will help develop the skills and knowledge required to promote the use and implementation of innovative work practices to effect change and manage changes so there is minimal work place disruption.

At the program's conclusion, participants will have an understanding of the process of change, how they can be a positive force in driving that change. And best practices for implementing change in an organization.

Duration

2- Day Program

Learning Objectives

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

- Describe ways of reacting to change.
- See change not as something to be feared and resisted but as an essential element of the world/ organization to be accepted
- Understand that adapting to change is not technical but attitudinal
- Recognize that before they can embrace the way things will be, they must go through a process of grieving and letting go of the way things used to be.
- See change as an opportunity for self- motivation and innovation
- Identify strategies for helping change to be accepted and implemented in the workplace
- Participant will have an understanding of the process of change, how they can be a positive force in driving that change
- Best practices for implementing change in an organization

Target Audience

Any professional who is an adult learner within the organization, including: management team members, operation staff, coordinators, stakeholders, customer service managers and staff/ personnel and all other professionals



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Program Structure and Outline

This course takes its learning approach using audio, visual and tactile methods

- Change: what it is, why we do it, and why most people don't like it
 - Through examining classic change management models, this introductory discussion explores the external and internal forces that drive change in an organization, why it's critical to adapt to and adopt implemented changes, and why most people still resist it.
- Wheels in motion: the change cycle
 - In this segment, we will explore the three phases of William Bridges' change cycle through lecture and small group activity
- Closing doors: the human reaction to change
 - This portion of the program we discuss how we respond to change through lecture and small group activity. We will also discuss how different people react to change and how employees, middle management, and upper management are affected by change.
- Ways to involve stakeholders to drive and communicate change
 - How change is communicated can often affect its acceptance. This portion of the training examines the pitfalls of communicating change and strategies for setting the stage for effective buy-in
- Handling it all: Strategies for dealing with change
 - During this discussion, we will look at five strategies participants can use to deal with change and manage stress and anger that may accompany it
- Moving Right along: Putting together a plan
 - At the end of this change management workshop, participants will create a plan for handling current or future changes



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We Deliver Results

SAS Management Inc. has consistently proven its capability to deliver and exceed our clients' expectations. We are the only PEOPLECERT® Accredited Training Organization (ATO) in the Philippines. Our pool of consultants and trainers are seasoned industry veterans who have above average qualifications and certifications such as Business Management, Process Improvement, and Organizational Development Programs.

We Create Value

SAS Management Inc. believes in ensuring that our services meet the intended needs of our clients. To us, it is more than just providing training and consulting but rather ensuring that these are the things that our clients really need. This is why SAS Management Inc. is probably the only training provider that does a thorough needs assessment prior to providing a proposal. Our goal for every proposal is to CREATE VALUE for your organization.

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