

# The Champion of Change



## COURSE OUTLINE

### Overview

If you are a manager, team leader, project manager or other change agent, you will be aware of the many challenges faced in implementing major change in the workforce. This course is designed to equip managers and supervisors with the tools and strategies to implement change in a well planned manner and minimise stress for themselves and their team. This course will provide change champions with a better understanding of the impact of change on individuals, how to effectively plan the change process, and strategies for implementing change. Participants will gain an insight into the change from a human resource perspective and from a systems perspective. The course presents opportunities for making change a true improvement process.

### Value Add

- Participants acquire the ability to manage change effectively and proactively.
- Participants will feel energized to work with change for their own and their staff's advantage.
- Reduced stress and increased motivation for the manager and employees.
- Understand change impacts and leadership approaches to promote change.
- A range of tools and skills to implement change effectively.

### Learning Outcomes

1. Knowledge of the impact of change on individuals and teams.
2. Understanding of benefits of change.
3. Ability to plan change in both a strategic and operational manner.
4. Ability to implement change effectively using appropriate systems and strategies.
5. Ability to address the human resource and communication issues associated with major change.

### This course would be ideal for...

Managers, supervisors, team leaders, project managers or other change agents who:

- are responsible for implementing significant change in their workplace.
- need to reduce the stress involved with implementing change.
- Want change to be well planned and implemented, and embraced by staff.

### Contact Us

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## SAMPLE PROGRAM

Time	Topic	Participant Activity
9.00	<ul style="list-style-type: none"> <li>• <b>Welcome</b> <ul style="list-style-type: none"> <li>⇒ Introduction of presenters</li> <li>⇒ Introduction of participants</li> <li>⇒ Context of workshop</li> </ul> </li> <li>• <b>Key questions to be answered by the end of the workshop</b></li> <li>• <b>Change and the individual</b> <ul style="list-style-type: none"> <li>⇒ Self assessment</li> <li>⇒ Responses and behaviours</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Introduction activity</li> <li>• Participants to brainstorm key questions and outcomes</li> <li>• Self assessment exercise relating to personality traits</li> <li>• Group activity regarding motivational forces</li> </ul>
10.30	Morning Tea	
10.45	<ul style="list-style-type: none"> <li>• <b>Understanding Change</b> <ul style="list-style-type: none"> <li>⇒ Drivers of change</li> <li>⇒ Benefits of change</li> <li>⇒ How change impacts you</li> </ul> </li> <li>• <b>The managers role in change</b> <ul style="list-style-type: none"> <li>⇒ Organisational culture</li> <li>⇒ Leadership</li> <li>⇒ Human resource issues</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Brainstorming activity regarding drivers of change</li> <li>• Individual review of work history and major changes which have occurred and impacts</li> <li>• Activity to assess organisational culture in workplace</li> <li>• Small group activity to review leadership scenarios</li> <li>• Role play of human resource issues involving change situations</li> <li>• Case study 1</li> </ul>
12.30	Lunch	
1.15	<ul style="list-style-type: none"> <li>• <b>The Mechanics of Change</b> <ul style="list-style-type: none"> <li>⇒ The change plan</li> <li>⇒ Implementation and monitoring</li> <li>⇒ System reengineering</li> <li>⇒ Training</li> </ul> </li> <li>• <b>The Effects of Change</b> <ul style="list-style-type: none"> <li>⇒ Staff welfare</li> <li>⇒ Communication strategies</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Development of change plan template</li> <li>• Small group activity on implementation issues</li> <li>• 6 step process for use of change in systems improvement</li> <li>• Review of typical training plan</li> <li>• Group activity in relation to staff responses to change</li> <li>• Development of range of communication tools to use in change process</li> <li>• Case study 2</li> </ul>
3.00	Afternoon Tea	
3.15	<ul style="list-style-type: none"> <li>• <b>Put it into Practice</b> <ul style="list-style-type: none"> <li>⇒ Identifying Successes</li> <li>⇒ How can you be more successful?</li> </ul> </li> <li>• Review of original questions and expectations</li> </ul>	<ul style="list-style-type: none"> <li>• Development of action plan for implementation on return to work</li> <li>• Identification of success and continuous improvement</li> </ul>
5.00	Finish	