

## Change Management

### **EFFECTIVELY MANAGING CHANGE**

#### Learning Objectives

- Learn about the importance of effective change management, and why the process can be so difficult, through models such as the ADKAR model and/or Kotter's 8 steps
- Assess your own tolerance for ambiguity, through readiness for change assessments, and formulating models to communicate change

#### Learning Outcomes

- By the end of this module, trainees will have a good sense of the challenges and blockages that exist while approaching change. They will also be equipped with models that demonstrate how to manage change effectively and how to communicate change to the organization.

### **BUY-IN FROM MULTIPLE STAKEHOLDERS**

#### Learning Objectives

- Familiarize yourself with the term Stakeholder Management and its importance
- Learn about Stakeholders Analysis and how to conduct one to see the impact and power of key players for change

#### Learning Outcomes

- By this end of this module, the trainees will understand the importance of engaging in stakeholder management, as well as how to identify which stakeholders are impacted by different projects. Through equipped skills on stakeholder analysis, they will also be able to formulate a strategy to ensure that stakeholders are positively engaged and supportive in different projects.

## ADDRESS RESISTANCE TO CHANGE

### Learning Objectives

- Identify common symptoms of individuals resisting change through Fisher's Personal Transition Curve, and how to address resistance at different levels of change
- Identify how you can effectively communicate with "resistors" to understand the root cause of the resistance

### Learning Outcomes

- By the end of this module, trainees will be able to pinpoint where resistance to change exists within the team by looking for common behaviours that represent resistance and how to address them effectively.

## TURN EMPLOYEES TO BE CHANGE DRIVEN

### Learning Objectives

- Assess how you are currently communicating the need for change and how it is aligned with the organization's vision
- Assess how the current organizational environment facilitates/encourages change by using the Readiness for Change assessment

### Learning Outcomes

- By the end of this module, trainees will have an awareness of how change is communicated and whether or not their environment welcomes change. They will be able to engage their employees in change through empowerment and inclusion.