

Course duration

- 1 day

Course Benefits

- Learn the basics of change management.
- Learn to proactively address change.
- Learn the steps of a change process.
- Learn to adapt to change.
- Learn to manage change.

Available Delivery Methods

Public Class

Public expert-led online training from the convenience of your home, office or anywhere with an internet connection. Guaranteed to run .

Private Class

Private classes are delivered for groups at your offices or a location of your choice.

Course Outline

1. Fundamentals of change management
 1. Basics of change management
 2. Importance of change
 3. Leading change
2. Change process
 1. Steps of a change process
 2. Choose an action
 3. Implement the action
 4. Monitor the progress
3. Obstacles to change
 1. Resistance
 2. Complacency
 3. Crisis
4. Managing change
 1. Creativity
 2. Commitment

- 3. Communication
- 5. Adapting to change
 - 1. Truths and misconceptions
 - 2. Factors affecting response
 - 3. "endings" phase
- 6. Coping with uncertainty
 - 1. "exploration" phase
 - 2. Management of the "exploration" phase
- 7. Moving forward
 - 1. "new beginnings" phase
 - 2. Management of "new beginnings" phase

Class Materials

Each student will receive a comprehensive set of materials, including course notes and all the class examples.