

# Change Management

...increasing the pace of change

In these turbulent times the pace of organisation change is quicker than ever. This programme enables you to accelerate the pace of change, to deal with resisters, to develop clear visions and realistic plans. It is full of practical tools and techniques to help you understand, manage and implement change successfully and to allow everyone to buy in to the process.

## Content

- Change management
- Implementing change successfully
- Understanding roles in change
- Stakeholder management
- *Reaction To Change Indicator*™ Practitioner session
- Overcoming resistance to change
- Communication during change
- Models of managing organisational change
- Avoiding failure in change programmes
- Leading cultural change

**Duration:** Two day course

**Venue:** London Gatwick

**Course price:** £645+VAT

## Organisations that have sent participants include:

NHS Trusts, John Lewis, Legal & General, BT, Ticketmaster, Baillie Gifford, Oxford University Press, EDF Energy, Royal Air Force & SITA.

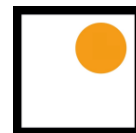
## Features

- Comprehensive 'toolkit' for use in the workplace
- You become a licensed *Reaction To Change Indicator*™ Practitioner
- Implement change successfully using planning and diagnostic instruments for use in the workplace
- How to deal with the six most common change resisters.

*"Really enjoyed the course – good range of models which I will definitely use during future change initiatives. I learned much around the upfront planning of change and importance of committing time to this. A great group too – excellent range of experience and backgrounds. Well facilitated."*

**Simone Scott,**  
**Manager of Business Improvement**





# Change Management

## Day One

### 1. Change management

- Implementing change
- Change inventory
- The change curve
- The change process

### 2. Implementing change successfully

- Gaining senior support
- Gaining commitment at all levels
- Supporting change
- Reinforcing effective change

### 3. Understanding roles in change

- The role of the sponsor
- Sponsor evaluation
- Role of the change agent

### 4. Stakeholder management

- Tips for stakeholder management
- Stakeholder assessment
- Change readiness analysis
- Stakeholder planning

### 5. Reaction To Change Indicator™ Practitioner session

- Reaction to change questionnaire
- Causes of stress in change
- Change style conflict
- Shifting your approach - avoiding style clashes
- Application in the field

## Day Two

### 6. Overcoming resistance to change and gaining commitment

- Empathy tool
- Trust ladder tool
- Steps to gaining commitment
- Praising and reinforcing
- Resolving performance issues

### 7. Communication during change

- The communication process
- Communication planning template
- Anchoring changes

### 8. Models of managing organisational change

- Types of organisational change
- Processes for change
- Case studies for organisational change
- Planning change

### 9. Avoiding failure in change programmes

- Why change fails
- Track record of change
- The change challenge

### 10. Leading cultural change

- Culture diagnosis
- Planning culture change
- Delivering real change

