



## Managing change

An introduction to the change management theories, behaviours and ways of working.

This course is designed to provide a complete insight in to change. How we as humans react to it, how we can allay our own fears and those of others, and how we can effectively implement change within our organisations. A must for anyone in the front line of change.

### 1

#### Course outline

**Lessons for the first wave of change:** Your good and bad experiences of change – what makes change negative or positive?; What's going on in the big wide world? Forces for change; Is change necessary in your organisation? Why? What's at stake?; What's your role? **Human reactions to change:** The psychology of change; The buy in curve, emotions, the brain and defensiveness, individual needs; The iManage change framework. **Facing change successfully:** Kotter's eight phases to success; Case study breakout. **Personal impact of change:** What must change within your world?; What would be good to change?; Planning your own change program.

### 2

#### Learning outcomes

A new certainty that change has to happen; Clarity as to why change has to happen; An understanding of your role in the change; How people respond to change; Why people resist change; How to help yourself and others face the challenge and move forward; How to plan change for success; What you must own if it's going to happen; How to structure an effective change program.

