

Change Leadership

This is an intermediate course providing participants with the key skills for leading organization-wide change program. It introduces the concept of change management, and provides a practical step-by-step approach to implementing changes within an organization.

Course Duration: 1 day

Course Format: Pre- and post-training assessment, Skill Practices, Process and Tools Development, Development Action

Target Audience: Mid to senior management

Key Topics:

- Business as usual (Part I) - A case approach
- Change management model & process
- Business as usual (Part II) - A case approach
- Change management planning
- Communications plan (Mobilize commitment)
- Work improvement plan (Reform the business)
- Staff performance improvement plan (Skill-up the people)
- Back-up and support plan (Make it last)
- The communication pack
- Change goals setting
- Content presentation
- The change destroyers
- Critical success factors in the change process

Upon completion of this course, participants will learn to:

- ✓ Understand the importance of linking human capability with organizational challenges.

- ✓ Understand the Change Management Model and the manager's roles in the change management process.
- ✓ Apply the Change Management Model and Process to tackle with the change issues at work.
- ✓ Resolve the four most common challenging situations during a change process.