

# Change Management

## 1 day

### Description

This ILT Series course teaches students how to develop the skills to proactively address change and meet the challenges of transition in the workplace. Students will work with various employees to overcome the problems encountered when making changes in the organization. Students will also learn how to develop the ability to effectively handle organizational changes by examining the transition process and understanding their own and others needs and responses to each phase.

### Prerequisites

- *None*

### Course Outline

#### ***Unit 1: Fundamentals of change management***

Topic A: Basics of change management

Topic B: Importance of change

Topic C: Leading change

#### ***Unit 2: Change process***

Topic A: Steps of a change process

Topic B: Choose an action

Topic C: Implement the action

Topic D: Monitor the progress

#### ***Unit 3: Obstacles to change***

Topic A: Resistance

Topic B: Complacency

Topic C: Crisis

#### ***Unit 4: Managing change***

Topic A: Creativity

Topic B: Commitment

Topic C: Communication

#### ***Unit 5: Adapting to change***

Topic A: Truths and misconceptions

Topic B: Factors affecting response

Topic C: The “endings” phase

#### ***Unit 6: Coping with uncertainty***

Topic A: The “exploration” phase

Topic B: Management of the “exploration” phase

#### ***Unit 7: Moving forward***

Topic A: The “new beginnings” phase

Topic B: Management of the “new beginnings” phase