

## Change Management

**Course Length: One Day**

### *Course Objectives*

- Identify the steps of a change process, analyze a change situation, and choose an action while avoiding risks.
- Identify the obstacles to change including resistance and negative reactions, empower employees, and ease the tension caused by a change.
- Identify the factors that affect the response to change, and recognize the styles of response.
- Identify the emotions, responses, and needs experienced during the exploration phase, and the strategies to manage the exploration phase.

### Table of Contents

#### **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