



the Management Development Institute

business and management education since 1981

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Change Management

Code: CT91-902

Duration: 1 day

Series: Business Management

Fundamentals of change management

Basics of change management
Importance of change
Leading change

Change process

Steps of a change process
Choose an action
Implement the action
Monitor the progress

Obstacles to change

Resistance, Complacency, Crisis

Adapting to change

Truths and misconceptions
Factors affecting response
The “endings” phase

Coping with uncertainty

The “exploration” phase
Management of the “exploration” phase

Moving forward

The “new beginnings” phase
Management of the “new beginnings” phase

By completing this course, participants will learn how to:

- ✚ Understand the fundamentals of managing change by identifying the levels of change, the misconceptions about change and the importance and benefits of change, as well as recognise the behaviours and traits of a change leader, and the role of resilience during change.
- ✚ Identify the steps of a change process, analyse a change situation, choose an action while avoiding risks, create a sense of urgency, set goals, motivate employees, prevent failure, and monitor the progress of a change.
- ✚ Identify the obstacles to change including resistance and negative reactions to change, empower employees, and ease the tension caused by a change, as well as identify the causes of complacency and understand the effect of crisis during change.
- ✚ Begin managing change by encouraging creativity and commitment to change in employees, using effective communication and listening skills, and controlling the grapevine.
- ✚ Recognise the truths and misconceptions about change, differentiate between change and transition, identify the factors that affect the response to change,
- ✚ recognise the styles of response, and identify the strategies to manage the endings phase.
- ✚ Identify the emotions, responses, and needs experienced during the exploration phase, and the strategies to manage the exploration phase.
- ✚ Identify the information required during and the common responses to the new beginnings phase, as well as strategies to manage the new beginnings phase.

Prerequisites: None