

CHANGE MANAGEMENT

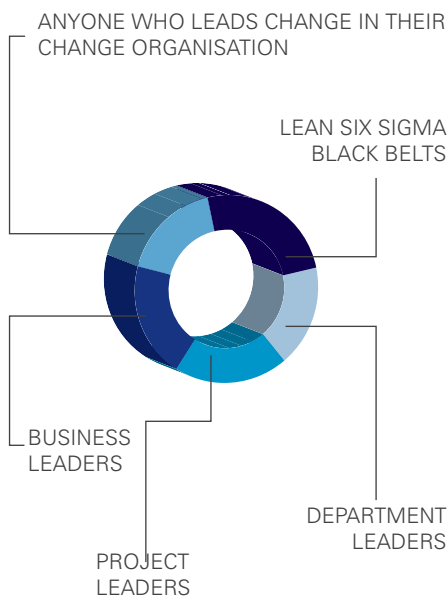


COURSE DESCRIPTION

Organisational change will not occur unless you disrupt the current way of doing things. Disruption must occur at various levels of the organisation and the processes that are going to change. In order to achieve long lasting change, one must address the system factors at play in the current way. This course is practical, demonstrating how to manage change utilising effective tools and real world examples. Training Leadership Consulting's (TLC's) Change Management model: Initiate-Plan-Execute-Stick is an industry leading approach that ensures long-lasting change. This course is based on the latest research in Change Management, incorporating John Kotter's 8 steps to Change and TLC's firsthand experience with the General Electric's (GE) CAPS Model Change Acceleration Process.

The designers of our program are GE certified Master Black Belts who started when Six Sigma was initiated by GE in 1996 and presented projects to Jack Welch, the former CEO of GE, for their Outstanding Achievement. In addition, TLC has been recognised by our colleagues as being industry experts as demonstrated by the fact that we have developed materials for other Lean Six Sigma Companies and trained for them both locally and internationally.

WHO SHOULD ATTEND?



THE TLC DIFFERENCE ONLINE AND CLASSROOM TRAINING

TLC has a full suite of Instructor-Lead and Online Business Improvement training courses. Designed by experienced Training Developers who are certified Six Sigma Master Black Belts, the TLC Change Management Training Curriculum includes the essentials to ensure that you become a successful Change Leader. In addition to the real-time training you will have 3 months access to the Change Management online course material, through our online portal: **The Leadership Centre**. Common to all TLC's training courses are many extra and immediate benefits, such as FAQ's, quizzes, examples of successful performance improvements and a fully integrated simulation project (PROSIM), all of which make TLC's courses the most complete programs available in the marketplace.

CERTIFICATION

TLC's Change Management Certification requires candidates to complete the online exam with a passing grade of 80% or higher in a multiple choice exam. The exam is intended to validate the Candidate's proficiency with the tools and techniques.

PROSIM INTERNATIONAL

At TLC we recognise that not every individual has the opportunity to complete an actual project while completing their training. For each of our courses, we have created a Real-World simulated project that takes learners from the beginning to end of the problem and solution. This helps to build the Learner's understanding of the concepts taught in training and the practical application of the tools.

TLC GLOBAL IS ACCREDITED WITH SERVICES SETA



3 MONTHS ACCESS TO CHANGE MANAGEMENT ONLINE COURSE MATERIAL, THROUGH OUR ONLINE PORTAL - THE LEADERSHIP CENTRE.

WWW.THELEADERSHIPCENTRE.CO.ZA



KEY OUTCOMES

On completion of this course, participants will be able to:

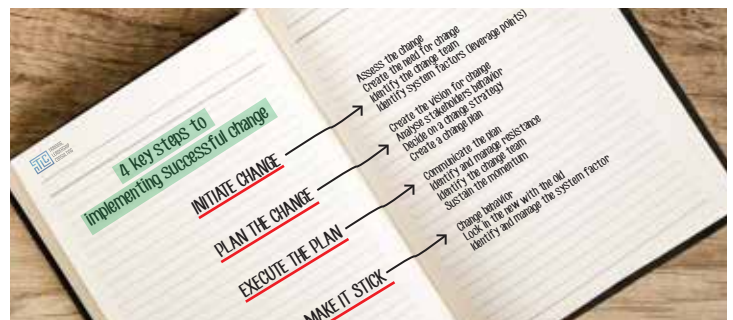
- Create a foundation using the principles of change and the change curve
- Identify the importance of being resilient in an ever- changing world
- Use the DISC personality profile to develop a better understanding of yourself and how to relate to your team
- Identify the key system factors that prevent or enable change
- Identify how to involve and communicate with stakeholders through learning key tools for stakeholder management
- Select a change strategy depending on your change implementation plan
- Create a change and communication plan
- Define the 6 System Factors to institutionalise Change

Five Day Training Session:

DAY 1 >>>	<ul style="list-style-type: none"> • Overview of change. • INITIATE CHANGE. • Assess the change. • Create the need for change. • Identify the change team. • SYSTEM FACTORS. • Understand the key factors that enable change.
DAY 2 >>>	<ul style="list-style-type: none"> • DISC - Change begins with you • Gain insight into your style using the DISC profile. • How to adapt your style to get buy in. • PLAN CHANGE. • Create the vision for change. • Analyse stakeholders.
DAY 3 >>>	<ul style="list-style-type: none"> • Decide on a change strategy. • Create a change plan. • CONFLICT STYLE. • Insight into your conflict style.
DAY 4 >>>	<ul style="list-style-type: none"> • Practice adapting your conflict style buy-in. • EXECUTE THE PLAN. • Communicate the change plan. • Identify and manage resistance. • Produce quick wins. • Sustain momentum.
DAY 5 >>>	<ul style="list-style-type: none"> • MAKE IT STICK. • Change behaviour. • Lock in the new with the old. • Understand the effect of consequences. • Identify and manage the system factors. • CASE STUDY. • Your Iceberg is melting by John Kotter.

Three Day Training Session:

DAY 1 >>>	<ul style="list-style-type: none"> • Introduction to Change (Roadmap) • INITIATE CHANGE. • Assess the change • Create the need for change. • Identify the change team • Create the vision for change. • Analyse stakeholders. • SYSTEM FACTORS.
DAY 2 >>>	<ul style="list-style-type: none"> • PLAN THE CHANGE. • Decide on a change strategy. • Create a change plan. • EXECUTE THE CHANGE. • Communicate the change plan. • Identify and manage resistance.
DAY 3 >>>	<ul style="list-style-type: none"> • Produce quick wins. • Sustain momentum. • MAKE IT STICK. • Change behaviour • Lock in the new with the old. • Identify and manage the system factors.



CERTIFICATION >>>	Level 1 - Attend 80% of classroom training and complete your online requirements
	Level 2 - Pass all quizzes with 100% and the online exam with 80%.
	Level 3 - Pass all phases of the exam with 80% and submit a simulated project.
	Level 4 - Pass all phases of the exam with 80% and complete a Change project in your own organisation.

DURATION >>> This course can either be delivered as a 3 or 5 day training session.

TOOLKIT >>> The toolkit includes a set of templates and useful tools that can be immediately used in organisational projects.