



**BUSINESS
IMPROVEMENT
COURSE**

CHANGE MANAGEMENT COURSE



**TRAINING,
LEADERSHIP
CONSULTING**

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 first-hand experience with the General Electric's (GE) CAPS Model Change Acceleration Process.

KEY OUTCOMES

On completion of this course, you 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



DURATION

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

THREE DAY TRAINING SESSION

DAY 1

- 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

- 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

- Produce quick wins
- Sustain momentum
- make it stick
- Change behaviour
- Lock in the new with the old
- Identify and manage the system factors

FIVE DAY TRAINING SESSION

DAY 1

- 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

- 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

- Decide on a change strategy
- Create a change plan
- conflict style
- Insight into your conflict style

DAY 4

- 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

- 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

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.

TOOLKIT

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

CONTACT US

Should you have any queries, please contact us.

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