



Living Mastery

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Leading and Managing Change

Duration: 1 day

Change is the only constant, both in our personal and professional lives whether moving house, kids moving from primary to high school, changing jobs or and in the case of organisations; re-structuring, adopting new strategies or entering new markets etc. In this digital age the pace of change is even more accelerated resulting in changes in almost all areas of life.

Jack Welch, the former CEO of General Electric once said “If the rate of change on the outside exceeds the rate of change on the inside, the end is near”. We have seen this in the case of Nokia’s collapse and the dominance of more innovative competitors such as Apple and Samsung in an industry in which Nokia seemed unbeatable at some point. It is therefore critical for organisations that want to remain competitive in this ever changing market need to be one step ahead of the change or risk losing out to those who are able to anticipate and outpace change.

At the forefront of driving such change are the leaders at various levels of within an organisation. In this course we empower leaders with the knowledge, strategies and tools they need to effectively lead and manage the process of change within their respective organisations.

Learning outcomes:

After going through this course, participants will:

- Understand the types of change and the stages of change
- Understand how people handle change
- Know how to introduce and communicate the need for change
- Know how to motivate, persuade, influence, coach and mentor their teams and relevant stakeholders through the process of change
- Understand how to gain momentum and overcome resistance at all levels within an organization
- Have the knowledge to design and execute change management programmes
- List the steps necessary for preparing a change strategy and building support for the change
- Describe the four states of Appreciative Inquiry and its purposes

Topics covered in the course:

Module 1: Introduction to Change Management

- Why Change?
- Types of change and the various phases of growth
- Theories on change management and how they compare with each other
- The Appreciative Inquiry model

Module 2: Change and the People Dynamics

- ❖ How people respond to change
- ❖ WIFM – the individual motivators for change
- ❖ Managing Resistance
- ❖ The role of Mentoring, Coaching and Motivating in managing change

Module 3: Organisational Change

- ❖ The 8 stages of change
- ❖ The principles of effective change?
- ❖ Common problems when managing change
- ❖ The three components of a change management programme
- ❖ Identifying skill gaps and options to address and manage skill gaps
- ❖ Brainstorming ideas on change and structuring your plans and activities
- ❖ Monitoring the scope and application of change initiatives