



# Leading change (change management)

***COURES OUTLINE***

# LEADING CHANGE (CHANGE MANAGEMENT)

Duration	Participants	Formats	Location	Post training activities
1 full day	Up to 12 participants	F2F and / or Virtual	Client's premise	Personal implementation project
<i>Option 3: can be extended to 2 days with more practical sessions and change plan creation</i>				

## COURSE OBJECTIVES

- 01 To understand the importance of change management in organizations and the role of change leaders
- 02 To assess the need for change and understand the impact of change on stakeholders
- 03 To develop a comprehensive change strategy that considers the goals, resistance, communication, resources, and timelines involved in change initiatives
- 04 To implement change effectively by overcoming resistance, engaging stakeholders, monitoring progress, and adjusting as necessary
- 05 To sustain change by embedding new practices into organizational culture and building the capacity for continuous improvement
- 06 Maximizing customer retention: The course will help participants understand the importance of customer retention and provide strategies for retaining customers over the long term
- 07 To learn from real-life examples of successful and unsuccessful change initiatives and apply the lessons learned to their own change efforts
- 08 To develop the skills necessary to lead change initiatives effectively, including communication, stakeholder engagement, project management, and risk management
- 09 To understand the future trends in change management and identify opportunities for continued learning and professional development

# LEADING CHANGE (CHANGE MANAGEMENT) COURSE CONTENT OUTLINE



- 01 Introduction to Change Management**
- Understanding change and why it is necessary
  - Principles of organizational change
  - Reasons for unsuccessful change management initiatives

- 02 Understanding reaction to change on the individual level**
- Roller-coaster model of change
  - Phases of change
  - Strategies to deal with each phase: denial, resistance, exploration, acceptance

- 03 Developing a Change Strategy**
- Setting change goals and objectives
  - Identifying potential resistance to change
  - Developing a communication and engagement plan
  - Identifying resources and timelines

- 04 How to lead and inspire change**
- Establishing trust and relationship
  - Active listening and collaboration
  - Learning from others
  - Characteristics of the inspirational leadership

- 05 Leading organizational change**
- Kotter's 8-steps change management framework
  - Creating a sense of urgency, developing a stakeholders analysis and change communication plan
  - Effective communication during Change

- 06 Case Studies and Group Activities**
- Examining real-life examples of successful and unsuccessful change initiatives
  - Group activities to reinforce course concepts and apply lessons learned

- 07 Conclusion**
- Review of key takeaways
  - Discussion of future trends in change management
  - Opportunities for continued learning and professional development.

## Feedback options

- Training evaluation survey available upon client request
- 1 on 1 feedback session available for implementation advice on personal projects

# LEADING CHANGE

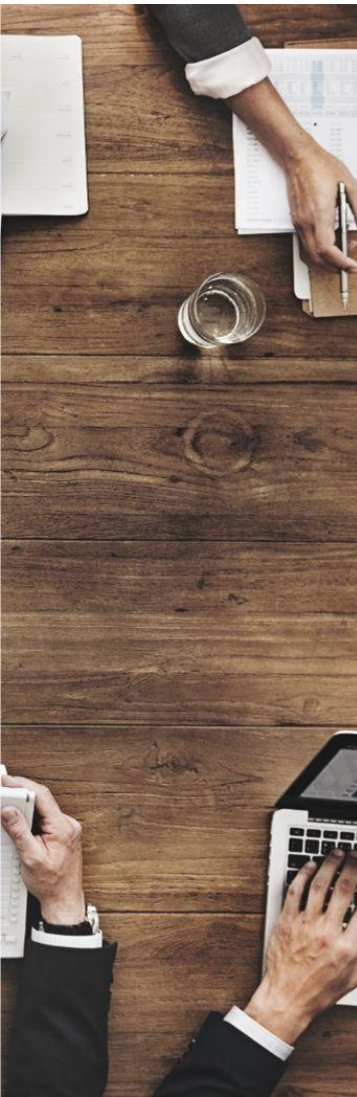
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## COURSE OBJECTIVES

- 01 Develop an understanding of the role of leadership in managing change
- 02 Enhance self-awareness and emotional intelligence for effective leadership and change management
- 03 Enhance skills in team building, stakeholder engagement, and communication in the context of change
- 04 Develop a comprehensive change management strategy that considers the impact on stakeholders and addresses resistance
- 05 Learn techniques for leading change initiatives and sustaining change over time
- 06 Develop skills in ethical decision-making, responsible leadership, and corporate social responsibility in the context of change
- 07 Learn from real-life examples of successful and unsuccessful leadership and change initiatives
- 08 Enhance critical thinking and problem-solving skills in the context of change
- 09 Develop a personal leadership philosophy and change mindset that guides decision-making and actions
- 10 Prepare for continued professional growth and development in leadership and change management

# LEADING CHANGE

## COURSE CONTENT OUTLINE



### Introduction to Leadership and Change Management

01

- Definition of leadership and change management
- Understanding the relationship between leadership and change management
- Key traits and skills of successful leaders and change managers

### Understanding Self as a Leader and Change Agent

02

- Self-awareness and emotional intelligence
- Personal values, beliefs, and motivations
- Developing a leadership philosophy and change mindset

### Leading Teams and Stakeholders

03

- Building and maintaining effective teams
- Understanding team dynamics and managing conflict
- Engaging stakeholders in the change process
- Communication and delegation skills for leaders and change agents

### Leading Change

04

- Identifying the need for change
- Assessing the impact of change on stakeholders
- Developing a comprehensive change management strategy
- Implementing and sustaining change

### Developing Leadership and Change Management Skills

05

- Building trust and credibility with stakeholders
- Managing difficult conversations and negotiations
- Coaching and mentoring for leadership and change management development
- Navigating resistance to change and leading through uncertainty

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# LEADING CHANGE

## COURSE CONTENT OUTLINE



### Ethics and Responsible Leadership and Change Management

- 06**
- Understanding ethical leadership and decision-making in the context of change
  - Corporate social responsibility and sustainability in times of change
  - Navigating ethical dilemmas in the workplace during change initiatives

### Case Studies and Group Activities

- 07**
- Examining real-life examples of successful and unsuccessful leadership and change initiatives
  - Group activities to reinforce course concepts and apply lessons learned

### Conclusion

- 08**
- Review of key takeaways
  - Discussion of future trends in leadership and change management
  - Opportunities for continued learning and professional development.

### Feedback options

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