

Description

Change is constant in organizations today as competition is tougher and customers more demanding. Managing change is becoming one of the most critical competencies an organization can build to remain competitive.

Change management involves managing the cultural acceptance of change. Managing change means proactively addressing the human element in order to achieve the desired business results.

This course addresses the cultural acceptance of change efforts within an organization. The course will discuss:

- What is change management?
- How do I prepare for change?
- How do I communicate change?
- How do I handle resistance to change?
- What are some pitfalls to avoid?

Objectives

By the end of this course, participants should be able to:

- Explain the phases of change
- Describe reactions to change
- Create a case for change
- Explain the importance of audience analysis

Audience

This course has been designed for anyone who is involved with change management or has been tasked with implementing a change. The content of the course has been designed primarily for leaders; however, it is appropriate to share with all levels within an organization.

Requirements

There are no regulatory requirements to provide training on managing the change process.