

CHANGE MANAGEMENT DETERMINE A CHANGE PROCESS

US 252021 / NQF Level 5 / 8 Credits

“Change is the only constant in life.”

Heraclitus - Greek philosopher

This insightful observation (c. 500 BCE), becomes more relevant and accurate every day. In business, our own organisations as well as our customers, competitors, suppliers, associates and partners are constantly changing and evolving.

We are subjected to constant political, socio-economic, scientific and environmental changes that have consequences and affect us in some way or another.

To survive and prosper, organisations have to anticipate, adapt and manage change.

This course equips delegates to identify and analyse areas in need of organisational change, select an appropriate model for implementing change management, and make recommendations for implementing the change process.

WHO SHOULD ATTEND

- Managers in all economic sectors and organisations
- Senior managers of at least second tier such as heads of department or divisional managers with a number of subordinates and first or second level managers reporting to them
- Change agents within organisations tasked with implementing and managing change
- Business owners

HOW YOU WILL BENEFIT

- Delegates will develop skills to identify and prepare for change
- Delegates attending this course will allow your organisation to:
 - be more pro-active in anticipating and preparing for change
 - benefit from understanding different models for change management
 - be equipped to select the correct process
 - develop an implementation plan

WHAT WILL BE COVERED

- How to analyse and identify areas that require change in an organisation
- Models for managing and implementing change
- Comparing current state to desired outcomes based on a SWOT analysis
- Selecting the appropriate change implementation model
- Preparing an implementation plan incorporating, inter alia:
 - phases of the plan
 - the actions and persons responsible
 - time frames and communication with stakeholders
 - outcomes and expected positive and negative responses to the change

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Two Day Course
8:30am – 4:00pm

Refreshments and a light, finger lunch will be served at our public course
sales@kznbtc.co.za or (031) 267 1229 for bookings and further information

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Module 1 Understand the Need for Change	Module 2 Analyse an Area Requiring the Implementation of a Change Process
<ul style="list-style-type: none">• The nature of change and its impact on organisational sustainability with reference to internal and external environmental change affecting a specific unit• The need for change by identifying the benefits of change for a unit	<ul style="list-style-type: none">• Identify the need for change in a unit of an entity in terms of a desired state compared with the current state• Present the results of a SWOT or other suitable analysis to substantiate the argument in favour of a change process

Module 3 Select a Model for Implementing a Change Management Process	Module 4 Formulate Recommendations on Implementing the Change Process
<ul style="list-style-type: none">• Characteristics of two change models with reference to their appropriateness for different change processes• Reasons for selecting the model with reference to the findings of the analysis	<ul style="list-style-type: none">• Ensuring that the change management plan presented describes the changes to be implemented in relation to the needs identified in the SWOT analysis• Actions for managing the anticipated human responses to the change process are appropriate to the findings of the SWOT analysis• Motivate the role and competencies of the change leader responsible for facilitating the dynamics of the change process in relation to the proposed change process

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