

€ TRAINING

ILM Endorsed Leading and Managing
Change





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Introduction:

The "ILM Endorsed Leading and Managing Change" training program is the perfect venue for introducing change and change management to participants and the organizations they represent. Participants will gain a lot from a course created to offer insightful information on what has become a legitimate concern for all companies.

Program Objectives:

At the end of this program, participants will be able to:

- Give an explanation of the leadership and management approach to "change."
- Analyze change and create plans and strategies to deal with it.
- Control your aversion to change and your awareness of the intense feelings it brings on
- Discuss and create communication plans to speed up transformation.
- Gain an understanding of organizational cultures and how they affect endeavors to bring about change.

Targeted Audience:

- Executives and Senior Managers responsible for leading organizational change initiatives.
- Mid-level Managers aspiring to enhance their change management skills.
- Team Leaders and Supervisors involved in implementing organizational changes.
- Human Resource Professionals seeking to support organizational change efforts.
- Employees interested in earning an ILM endorsement and mastering leading and managing change techniques.

Program Outline:

Unit 1:

Understanding Planning and Managing Change:

- Change and change management.
- Defining organizational change and Nature of organizational change.

- Reasons and challenges.
- Typology of organizational change: Adaptive, Innovative, Radical.
- Diagnosing the intensity of change and the change equation.
- The importance of frameworks and the connectivity of change.
- Change agents and transformation: Types of change agents and competencies.

Unit 2:

Models and Strategies for Managing and Leading Change:

- Leadership and organizational change.
- Management adaptation to change situations.
- Evaluating the need for change.
- Preparing and planning for change.
- Kotter's eight-step model.

Unit 3:

Managing Resistance to Change:

- People and change: Why do people resist change.
- Forms of resistance and how to deal with them.
- Individual factors versus group factors.
- Stages people go through when resisting change: The 'SARAH' model.
- Managing the transition stage and managing resistance and emotions.
- Risks associated with change: Identifying and managing risks, Risk-impact probability chart.

Unit 4:

Communicating change:

- The importance of communicating change.
- What people want to hear and what they need to see.

- Elements of a change communication plan.
- Dos and don'ts when communicating change.

Unit 5:

Key factors in making organizational change happen

- Understanding organizational and corporate cultures.
- Components of a company culture.
- Forms of cultural change in an organization.
- Common mistakes when transforming company culture.
- 20 steps to sustain change to a company culture.