



# Change Management

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## Course Overview

Change management is a systematic approach to dealing with the transition or transformation of an organization's goals, processes, or technologies. The purpose of change management is to implement strategies for effecting change, controlling change, and helping people adapt to change. Such strategies include having a structured procedure for requesting a change, as well as mechanisms for responding to requests and follow up. To be effective, the change management process must take into consideration how an adjustment or replacement will impact processes, systems, and employees within the organization.

Companies developing a change management program from the ground up often face daunting challenges. In addition to a thorough understanding of company culture, the change management process requires an accurate accounting of the systems, applications, and employees to be affected by a change. This best practice framework can provide guiding principles and help managers align the scope of proposed changes with available digital and nondigital tools.

Change Management is a 3-day, interactive course diving deep into the principals and practices of change management. Delegates will be exposed to a proven solution that connects people, systems, and process for minimized risk of false starts and flavor of the month programs. Delegates will leave this workshop with the essential knowledge, tools, and confidence to develop an effective change management framework and implement on return to their facility.

## Learning Objectives

- **Define** the program, process, or training which requires Human Capital adoption
- **Improve** personnel understanding of the desired new or improved way
- **Learn** how barriers and resistance can be overcome moving through the change process
- **Minimize** the efforts through development of a change management framework
- **Evaluate** the lifecycle of change to assure the change is adopted

## Course Format

This course will be held in a highly interactive workshop format with case studies and real-world examples.

The material has been designed using Adult Learning Methodology that believes the ideal ratio for optimum learning and retention is 60%/40%:

60% - blended combination of discussion, practical exercises, simulations, and case studies

40% - material/slides

Participants will engage in interactive exercises and discussions throughout the course to ensure the material is not only taught, but can also be applied. Limited class size (15-20 participants) is strictly enforced to enhance individual learning experiences and interaction with the instructor and other participants.

## Course Outline

- Psychology of Change
- Managing Change
- Steps to Change
- Overcoming Resistance to Change
- Define Leadership & Stakeholders
- Leaders vs. Managers
- How to Manage
- Dealing with People
- Performance Management

## Takeaways

- Certificate of Attendance
- Training Manual
- Worksheets/Exercises
- Contact Information of Instructor for Support

## Who Should Attend

Change Management was designed specifically for individuals aspiring to gain the essential knowledge, tools, and confidence to develop an effective change management program.

### By Job Title:

- Managers
- Supervisors
- Advisors
- Key personnel involved in communication of change
- Key Support Assistants
- Change Agents
- CI Personnel
- Other Stakeholders involved in implementations of programs

### By Sectors:

- Bio Pharmaceutical
- Facilities
- Food and Beverage
- Manufacturing
- Mining
- Oil & Gas Upstream & Downstream
- Petrochemical/Chemical
- Power Generation
- Utilities & Transportation