

Soft-Train



*At Soft-Train
Technology Works*

Change Management (2 days)

COURSE GOAL: To teach the student the skills necessary to serve as a positive agent for change in the Organization's structural alignment, climate or operational process.

PREREQUISITES: None

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Be able to advocate and influence the adoption of new ideas.
- Encourage others to implement new methods, services, and products.
- Guide an organization through the Change process

KEY TOPICS:

I. Approaching Change

- A. Introduction
- B. Metaphors and Paradigms
- C. Types of Change
- D. Culture
- E. Personality
- F. Groupthink

II. Orientation

- A. Introduction
- B. The Need for Change
- C. Change Formula

III. Organizational Case Studies

- A. Introduction
- B. The Organization and their Orientations

IV. Organization

- A. Introduction
- B. The Change Kaleidoscope
- C. The Change Framework
- D. Different Approaches to Change

V. Mobilization

- A. Introduction
- B. Motivation and Mobilization
- C. The Change Equation
- D. Resistance to the Idea of Change
- E. Stakeholder Interests
- F. Communication and Engagement
- G. Difference and Cultural Dimension
- H. Case Study Analysis

VI. Implementation

- A. Introduction
- B. Managing Implementations
- C. Operationalizing the Changes

D. Case Study Analysis

VII. Transition

A. Introduction

B. Individual Change

C. Teams Through Change

**D. Shadow Side of
Organization**

E. Case Study

VIII. Leading Change

A. Introduction

**B. Characteristics of
Leadership**

C. The Leadership Task

D. Leadership Styles

E. Case Study

IX. Integration

A. Introduction

B. Embedding Change

C. Learning

**D. The Learning
Organization**

E. Case Study

X. Conclusion

**A. Best Practices –
Managing Change**

B. Case Studies