



CHANGE MANAGEMENT (1 DAY)

INTRODUCTION

Markets and technology are changing. Customers, competitors and staff are changing. Society, economics and politics are changing. Each change triggers the need to create a new tomorrow. Managers in today's ever-changing organisations need to be pro-active in identifying the need for change in order to constantly improve their department, division and organisation. They also need to be equipped to manage the change process by overcoming resistance and achieving a smooth transition from past to future.

This programme will explore how to effectively recognise areas in need of change, make recommendations and implement organisational change.

REFERENCES

“The training was insightful, never thought I needed to go through changing stages myself before presenting and encouraging my team or employees to embrace the change.” ~ Belinda Ngete (Vodacom)

“I enjoyed the interaction – good content. It was enjoyable and informative.” ~ Colleen Saayman (GC Nelson Mandela Blvd)

“It was informative, something that can be applied at work and in personal life & session was fun!” ~ Tracy Erasmus (Mixtelematics)

WHAT THIS COURSE CAN DO FOR YOU...

- Simplify change management
- Understand why managing change is so important
- Understanding different aspects of change management
- Provide an understanding of the process one goes through when faced with change
- Practical use of tools to assist when managing change

TARGET AUDIENCE

Managers, supervisors, team leaders, department heads and change agents who are responsible for implementing change initiatives within their organisation. Teams who have undergone change or will be undergoing change will also benefit from this course.

COURSE CONTENT

- Why does change need to be managed?
 - How does change impact individuals?
 - Why do people resist change?
- Understanding Change Management
- Dealing with resistance to change
- The Critical role and application of communication during a change
- Tools for managing change?
- How can one apply what has been learnt?

Personal Accountability & Commitment Plan

TRAINING APPROACH

The primary objective of our training is to ensure that the knowledge acquired is applied successfully, adding real value and **making a visible difference to work performance** in the business environment. The courses have a strong focus on an outcomes based approach and are facilitated on a highly interactive basis encouraging active delegate participation using:

- Role-plays
- Break-away sessions
- Relevant business exercises
- Presentations
- Demonstrations
- Questionnaires
- Discussion activities and
- Case studies

High emphasis is placed on learning through 'doing' where learners are presented with real life and workplace case studies ensuring delegates develop knowledge and confidence to take their enhanced skills back into the business environment and apply them successfully. The group leaders are trained to create a comfortable atmosphere where delegates can evaluate themselves and their skills, generate ideas and solutions to problems and plan suitable growth in the workplace.

POST COURSE ASSISTANCE

“Contact the Coach” – Bridging Learning for Business Results

We offer a continued learning relationship providing **FREE** access to post course support to embed the knowledge gained. Our advisors are subject matter experts in each area of specialisation.

Delegates can “Contact the Coach” for support, information or assistance with additional questions regarding the application of theory covered during the course.



Personal Accountability & Commitment Plan

Kwelanga is determined to promote and encourage accountability and behaviour change once delegates return to the work place. A Personal Accountability & Commitment Plan is therefore included in each course presented.

Facilitators will guide delegates through the recording of action plan items and will encourage them to show their Personal Post Course Accountability & Commitment Plan to their up-line on their return to work so accountability is created. This tool will also be useful for monthly one-on-one development discussions.

KWELANGA BUSINESS & EXECUTIVE COACHING

Kwelanga Training now offers coaching on a one-to-one or team coaching basis. Issues covered are chosen by the organisation or the individual to ensure maximum focus is given to achieve measurable outcomes.

Coaching provided by certified professional business and executive coaches is key in transforming management and support staff’s excellent performance to peak performance.

For further details contact:

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