



## CHANGE MANAGEMENT (2 DAYS)

### THIS COURSE IS ACCREDITED TO UNIT STANDARD:

Title:	Formulate recommendations for a change process
Unit Standard ID:	252021
NQF Level:	5
Credit Value:	8

### 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.

### WHAT THIS COURSE CAN DO FOR YOU...

- Explain the nature of change and its impact on organisational sustainability
- Identify the benefits and motivate the need for change
- Examine the change management process
- Utilise a SWOT analysis to substantiate the argument in favour of a change process
- Set goals for change
- Make recommendations for change
- Create and present a change management plan
- Manage responses to change
- Understand the role and competencies of the change leader

### TARGET AUDIENCE

This generic and/or vocational learning programme is intended for all persons who need to formulate recommendations for a change process. This Unit Standard is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

## COURSE CONTENT

### Understand the Need for Change

- Explain the nature of change and its impact on organisational sustainability with reference to internal and external environmental change affecting a specific unit
- Motivate the need for change by identifying the benefits of change for a unit

### Analyse an Area Requiring the Implementation of a Change Process

- 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

### Select a Model for Implementing a Change Management Process

- Describe the characteristics of two change models with reference to their appropriateness for different change processes
- Describe the reasons for selecting the model with reference to the findings of the analysis

### Formulate Recommendations on Implementing the Change Process

- Ensure that the change management plan presented describes the changes to be implemented in relation to the needs identified in the SWOT analysis
- Ensure that the actions proposed 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

### 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
- Presentation
- 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.

### On-Line Knowledge Hub

All delegates attending Kwelanga Training courses have **FREE** access to post course on-line resources. Up-to-date, convenient and easily accessible information, relevant to the programme attended, is available. Tools include case studies, articles, exercises and other valuable information which will reinforce course content and assist in transferring knowledge and skills to the workplace.



## OUR COMMITMENT TO YOU ...

### *Kwelanga Training's Commitment*

*To develop and inspire each individual to be the best that they can be.  
To assist clients in the transfer of skills and positive behaviour change.*

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