

# Change Management

Course Length: 1 Day

**Prerequisites:** None.

**Course Objectives:** After completing this course, students will know how to:

- ◆ Understand the fundamentals of managing change by identifying the levels of change, the misconceptions about change and the importance and benefits of change, as well as recognize the behaviors and traits of a change leader, and the role of resilience during change.
- ◆ Identify the steps of a change process, analyze a change situation, choose an action while avoiding risks, create a sense of urgency, set goals, motivate employees, prevent failure, and monitor the progress of change.
- ◆ Identify the obstacles to change including resistance and negative reactions to change, empower employees, and ease the tension caused by a change, as well as identify the causes of complacency and understand the effect of crisis during change.
- ◆ Begin managing change by encouraging creativity and commitment to change in employees, using effective communication and listening skills, and controlling the grapevine.
- ◆ Recognize the truths and misconceptions about change, differentiate between change and transition, identify the factors that affect the response to change, recognize the styles of response, and identify the strategies to manage the endings phase.
- ◆ Identify the emotions, responses, and needs experienced during the exploration phase, and the strategies to manage the exploration phase.
- ◆ Identify the information required during and the common responses to the new beginnings phase, as well as strategies to manage the new beginnings phase.

## Course Content

### Unit 1: Fundamentals of change management

In this unit, students will learn about the **levels of change** and the **common misconceptions about change**. Next, they will learn about the **benefits of change** and the **areas where change is essential**. They also learned about the ways to **promote change successfully** and about the **behaviors and traits required** to implement change. They will also learn about **resilience and its role** during change.

**Topic A:** Basics of change management

**Topic B:** Importance of change

**Topic C:** Leading change

---

*If you have any questions about this course, please call CompuTrain at (713) 349-9186.*

## Unit 2: Change process

Students will learn about the **steps of a change process** and the steps for **analyzing a situation**. They will learn about the **important aspects of change**. Next, they will study the steps to **choose an action** and how to **implement the action**. They will learn about the ways to **create a sense of urgency, set goals, motivate employees, delegate, and prevent failure**. They will also understand the **methods of monitoring the progress of change**.

**Topic A:** Steps of a change process

**Topic B:** Analyze a situation

**Topic C:** Choose an action

**Topic D:** Implement the action

**Topic E:** Monitor the progress

## Unit 3: Obstacles to change

Students will learn about the **causes of resistance** and the **negative reactions** to change. They also learn how to **empower employees** and **ease the tension** created by change. They also learn about the **causes of complacency** in an organization. Finally, they will learn about **crisis** and how to **prevent a crisis**.

**Topic A:** Resistance

**Topic B:** Complacency

**Topic C:** Crisis

## Unit 4: Managing change

Students will learn about the ways to **encourage creativity**. They will learn about the guidelines to **develop commitment to change**. They will understand the **guidelines of communicating** with employees during a change and the **importance of listening**. They will also learn about the **grapevine**.

**Topic A:** Creativity

**Topic B:** Commitment

**Topic C:** Communication

## Unit 5: Adapting to change

Students will understand the **truths and misconceptions** about change and the difference between **change and transition**. They will learn about the **factors affecting a response to change** and about the different **response styles**. Finally, they will learn about the **feelings** that arise during the **endings phase** and discuss **strategies to manage** it.

**Topic A:** Truths and misconceptions

**Topic B:** Factors affecting response

**Topic C:** The endings phase

## Unit 6: Coping with uncertainty

Common **emotions**, **responses**, and **needs** experienced during the **exploration phase** will be studied. Students will also learn about **strategies to manage** the exploration phase and the uncertainty that surrounds it.

**Topic A:** The exploration phase

**Topic B:** Management of the exploration phase

## Unit 7: Moving forward

In this unit, students will learn about the **information** required during the **new beginnings phase** and about the common **responses** and **needs** of people during this phase. They will also learn about the **strategies to manage** the new beginnings phase and the **communication guidelines** to apply during it.

**Topic A:** The new beginnings phase

**Topic B:** Management of the new beginnings phase