CBP™ Professional – Business Improvement Series (BIS)
Leading through Change

Course Overview

Define what change looks like and feels like, identify the different reactions of change; and evaluate how the change will affect people in your organization. Recognize change resistance and explore various sources of resistance, and the eight mistakes organizations make during change. Explore, evaluate and compare the various roles of team leaders. Develop commitment strategies to change the design elements of a communication plan, align systems and structures to the changes. Identify the characteristics of bounce back people and organizations.

A successful change-management plan requires that you clearly define what must be accomplished and how you will measure success. Share your vision and goal with others so they understand exactly where you want to go and how you will get there as a team. Collaborate with your team members to help them step up and take ownership of the plan. Define the specific roles people will take and who, what, when, where, and how to implement the plan of action.

Course Objectives

The CBP™ Business Improvement Series- Leading Through Change course will increase your knowledge and ability to:

- Develop a clear vision of the change process
- Sufficient courage to effect change
- Explore various sources of opposition
- Implement the change process through effective strategies
- Assess the results of the change and its impact on the various segments.

Course Outcomes

After completing this course, you will enhance your knowledge and ability to:

- Determine the shape and impact of change
- Identify different reactions to change and assess how change affects individuals in the organization
- Identify the concept of supporting change and discover different sources of support
- Identify the eight mistakes that organizations make during a change
- Evaluate and compare the different roles of team leaders
- Develop a strategy of commitment to change
- Matching systems and structures with change
- Identify the characteristics of individuals and organizations that show the ability to recover

Who Should Attend?

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers.

Course Duration

The duration of this program is **10 training hours**. The training hours vary according to the schedules of the certified and Authorized CBP™ - Certified Business Professional centers.

Course Language Delivery

This course is delivered in English Language by certified CBP™ trainers.

Pre-requisites

This course requires that students meet the following prerequisites:

1. The candidate must have a commitment to the pursuit of excellence.
2. The candidate must have completed a high school or secondary school diploma or similar educational standards.
3. The trainer must be a CBP™ at ATP accredited training center or a candidate to be a CBP™.

What you will receive

Students will receive an official course manual for post class reference and review.

Certification Preparation

In this course you will be provided with a set of basic information, skills and practices required to lead effectively through change. The Certified Business Professional (CBP™) certification prepares business professionals by introducing them to the best methodologies and concepts, developing their business skills and providing them with appropriate tools and skills through diverse written and practical exercises, real-life examples and scenarios.

International Certified Business Professional Exam – Leading through Change

This module prepares candidates to sit the Certified Business Professional exam - CBP™ B12-203

You need also to complete the following courses to obtain Certified Manager Certification.

- CBP™ Conflict Management
- CBP™ Motivating Employees
- CBP™ Secrets of Management Success
- CBP™ Decision Making

Course Outlines

Chapter One: Effects of Change
- Pre-Program assessment
- Introduction
- What change looks like
- How change is interpreted
- Why change equals loss
- Learned helplessness versus learned optimism

Chapter Two: Change Responses
- The spectrum of change responses
- The grieving cycle
- How change responses manifest at work
- Change resistance
- Working with change resistance

Chapter Three: Leading The Change
- Introduction to leading change
- Eight reasons change efforts fail
- Creating a sense of urgency
- Leading versus managing change
- Inspiring a shared vision
- Exploiting early successes
- Roles of change leaders

Chapter Four: Anchoring Change
- Implicit contracts
- Case study
- Getting buy-in
- Change buy-in
- Anchoring to the past

Chapter Five: Communicating and Reinforcing the Change
- Two Views of organizational change
- Rate of change
- Effective change communication
- The six phases of change communication
- Steps for communicating major change

Chapter Six: Organizational Alignment
- Systems and structures
- Balancing security and significance

Chapter Seven: Change Resiliency
- Introduction to bounce back
- Defining bounce back
- Keys to resilience
- Endings
- Adaptive and transformational change
- Six components of bounce back people
- Dealing with a customer or client
- Case studies

LEARNING OUTCOMES ASSESSMENT

Purpose
Evaluate and Assess results of Training to identify the level of improvement and enhancement of trainee competencies.

Scope
- Measure the validity of the intended skill deliverance
- Consistency & reliability of results
- Actionable information specific to course learning outcomes

Evidence of Learning
Outcomes are defined in terms of the:
- Knowledge
- Comprehension
- Application
- Analysis
- Synthesis
- Evaluation

Knowledge	- Create a plan - Communicate clearly - Define what change looks like and feels like - Recognize the benefits of accepting organizational change - Describe the common stages of reacting to change - Recognize the benefits of proactively capitalizing on organizational change
Comprehension	- Leading change vs change management - Understand the end goal - Identify the different reactions of change and how they manifest at work - Recognize change resistance and explore various sources of resistance, - Recognize the eight mistakes organizations make during change. - Identify six phases of change communication for building credibility and trust with others in challenging situations
Application	- Matching systems and structures with change - Identify key players - Delegate tasks and assign firm deadlines for completion - Develop commitment strategies to change the design elements of a communication plan, align systems and structures to the changes. - Prepare and improve organization performance by exercising change agent skills - Apply practices of leadership and management essential to initiating and implementing sustainable change - Prepare a practical plan to lead a change initiative
Analysis	- Analyze and exploit past successes - Measure by analyzing the ability to manage expectations - Identify the characteristics of bounce back people and organizations. - Identify and discuss factors related to individual readiness for change and organizational capacity for change, with an emphasis on people factors - Differentiate between leading and managing change

Synthesis	- Set realistic objectives and targets - Hold people accountable - Plan and implement organization change initiatives strategically and systematically - Develop strategies to support plans for achieving the required organizational change - Summarize the six components of bounce back people - Propose the six phases of change communication
Evaluation	- Evaluate and compare the different roles of team leaders - Develop a strategy of commitment to change - Evaluate how the change will affect people in your organization. - Assess leadership role in the continuing change process

Methods and Criteria to Assess Outcomes

1. Online Exams
2. Short questions directed to specific learning objectives
3. A Question should be answered in less than 1.5 minutes
4. The English and Arabic versions of the exams both reflect the same value
5. Timely use of the results to make Improvements

Baseline Information

The result statements clearly indicate whether they meet the criteria by passing international tests and scoring 70% as a measure of the minimum skills acquired during training.

Who will Interpret Results

The CBP™ International Business Professional certification is conducted by PROMETRIC and through accredited testing centers around the world. The tests measure the level of professionalism and skills and the basic competency level required for CBP™ certification. All certificates are endorsed and issued by International Business Trading Association (IBTA)

Measurement Methodologies:

- Role Plays
- Case Studies
- Scenarios
- Workshops
- Online Practice/Prep Exam
- Online Post/Prometric Exam
- Videos

Communication of Results

An Email with results is sent to trainee once the exam is completed….