

Change Management

Course Overview

In this course, students will learn how to understand the fundamentals of managing and bringing about positive change within a business environment.

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 a 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 Outline

- **Fundamentals of change management**
 - Basics of change management
 - Understanding levels of change
 - Identifying misconceptions about change
 - Importance of change
 - Understanding the benefits of change
 - Identifying essential areas of change
 - Leading change
 - Promoting successful change
 - Understanding resilience
- **Change process**
 - Steps of a change process
 - Analyze a situation
 - Understanding the aspects of change
 - Choose an action
 - Implement the action
 - Creating a sense of urgency
 - Motivating employees
 - Preventing failure
 - Monitor the progress

➤ Obstacles to change

- Resistance
- Resisting change
- Understanding negative reactions
- Easing the tension
- Complacency
- Identifying causes of complacency
- Crisis
- Reacting to a crisis
- Preparing for a crisis

➤ Managing change

- Creativity
- Encouraging creativity
- Commitment
- Developing commitment
- Communication
- Communicating during a change
- Demonstrating support by listening
- Controlling the grapevine

➤ Adapting to change

- Truths and misconceptions
- Identifying truths and misconceptions
- Understanding the transition process
- Factors affecting response
- Understanding response styles
- The endings phase
- Understanding the endings phase
- Managing the endings phase

- **Coping with uncertainty**
 - The exploration phase
 - Understanding the exploration phase
 - Understanding responses
 - Understanding needs
 - Management of the exploration phase
 - Managing uncertainty
- **Moving forward**
 - The new beginnings phase
 - Understanding the new beginnings phase
 - Understanding needs
 - Management of the new beginnings phase
 - Understanding communication guidelines

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