



Leading Change

Course Overview:

In today's fast and continuously changing business environment, It is crucial to master leading people through change by letting them embrace, adopt and commit to the needed change efforts in order to achieve your organization's objectives. This can be achieved by understanding and applying sound change management principles on individual, team and organizational levels and to any type of transformational organizational change as an acquisition/merger, a transformational cultural change initiative, a new strategy implementation or being a customer centric organization.

This course provides a solid Change Management foundation based on better understanding of change dynamics within individuals, teams and organizations and provides a robust Change Management Framework to tackle any Organizational Change or transformation challenge.

Who Should Attend:

This course can be attended by the following occupations:

- Executives
- Directors
- Managers

who are leading change and transformation efforts within their organizations and for those aspiring to lead successful change.

This course will help them achieve better results through a solid Change Management framework based on a better understanding of the human side of change.

Learning Objectives:

Attendees of this course will learn the following:

- Develop an understanding of the key principles of Change Management, how people react to Change and what motivates them in individual, team and organizational contexts.
- Understand how organizations operate and the different change management models to be used in organizational context.
- Identify the different roles involved in Change Management and the impact of leadership styles in managing change in organizations.
- Learn how to apply a Change Management framework to different change initiatives in order to effectively lead change in your organization.

Course Outline:

Module 1: Change Management Principles

- What is Change?
- What is Change Management?
- The value proposition of Change Management
- Drivers of Change (Internal, External)
- Types of Change (Incremental, Transformational)
- Resistance and Change
- Context of Change (Individual, Team and Organizational)
- Relationships with other disciplines (Project Management, Organizational Development, Strategy & Planning)
- Managing vs. Leading in Change

Module 2: Change dynamics in individuals and teams

- The Learning Curve
- The Change Curve
- Different Approaches to individual change (Behavioural, Cognitive, Psychodynamic, Humanistic psychology)
- Personality types (MBTI)
- Types of teams
- Team effectiveness
- Team change (Tuckman's model)
- Individuals' impact on team

dynamics (MBTI, Belbin's team dynamics)

Module 3: Change Management models in organizational context

- Organizational context of Change Management
- Types of organizations (Metaphors)
- Models and approaches to organizational change
- Lewin, three step-model
- Bullock and Batten, Planned Change
- Kotter 8 steps
- Beckhard and Harris, Change Formula
- Nadler and Tushman, Congruence model
- Bridges, Managing the Transition
- Prosci, ADKAR
- McKinsey 7S Model

Module 4: Leadership styles and change agent roles

- Leadership role in change
- Leadership styles
- Leadership styles needed for change phases
- Change Agent role
- Change Agent competencies
- Change Agent tools and models

Module 5: Framework for Leading Change

- Pillars of Leading Change
- Analyse the Change (Impact Assessment)
- Develop Change Management Strategy
- Develop Change Management Plan
- Develop Sponsor Roadmap
- Develop Stakeholder Management Plan
- Develop Communication Plan
- Develop Coaching and Training Plans
- Execution and Monitoring
- Perform Readiness Assessment
- Integrating the change
- Evaluate benefits realization

Module 6: Case Studies Applying the principles, models and framework learnt to a range of different organizational change challenges as:

- New Strategy Execution
- Cultural Transformation Program
- Merger/Acquisition
- Implementing a business process re-engineering program

Course Duration:

- The duration of this course is 24 hours, and is delivered over three full days.
- Participants can claim 21 PDUs for attending this course.

Instructor:

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