

Executive Summary

Course Title: **CHANGE MANAGEMENT**

Course Overview

“Change Management” training is a concept and skill based course that assists individuals, supervisors, management and executives to effectively manage change processes on individual, unit and organizational scale. Curriculum includes a review of how people respond to change, and key factors and skills change agents need to know in order to achieve successful transitions.

Course Duration 6 Hours

Target Audience

All individuals who are having to manage change processes or supervisors, managers and executives charged with unit or organizational scale transitions.

Course Objectives:

Upon completion of the training participants will:

- Assess how individuals experience and approach change
- Utilize change style assessment information to help manage change better
- Create a “Want To” vs “Have To” change environment
- Effectively manage the steps of a successful change management process
- Develop communication protocols about change processes and expectations
- Develop a template for a change management action plan

Training Curriculum Outline

- A. Module I-Assessment
 1. Change Management Style Assessment
 2. Strategies for connecting positively with each personality style
 3. Understanding how we adapt when confronted with experiences out of our comfort zone
 4. Strategies for dealing with *Resisters*

- B. Module II-Creating a “Want To” vs “Have To” Change Environment
 1. Leadership
 2. Change Journey
 3. Destination

- C. Module III-Anatomy of Effective Change Management Processes
 1. Vision
 2. Skills
 3. Resources

4. Incentives
5. Action Plan
6. Evaluation

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Change Management

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- D. Module IV-Communication Protocols & Change Action Plans
 1. Conceive/Believe/Achieve
 2. Mind Mapping-a method for establishing action plans