



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

# Apply the principles of change management in the workplace (2Days)

**Unit Standards 115405 NQF level-4, 10-credits**

## Learning Outcome

**This course will enable you to know and implement the following:**

- you will learn why change management is an important process for organisations to achieve sustainable trading results
- able to Identify examples of planned change and reactive change in an organisation
- able to give Description and model for effective change management and its management
- Identify reasons for resistance to change and indicate ways to overcome them
- Identify the risks inherent in any change management programme and indicate ways to manage them
- Identify and apply the competencies of an effective change management

## Course Outline

- i. The principles of change management
  - ii. Methods of planning for change
  - iii. Use of Gantt charts, network planning as tools for planning change
  - iv. Identification of human and financial factors in the consideration of change
  - v. The importance of communication and involving people to facilitate effective change
  - vi. The benefits of change and the consequences of not changing
  - vii. The role of communication in successful implementation of change
  - viii. Barriers to change - how to identify them and other difficulties in implementing change
  - ix. Means of overcoming barriers and difficulties including unfreezing and freezing techniques
  - x. Ways to organise and co-ordinate resources and activities to achieve planned change
  - xi. Methods to monitor and control progress of change against plan, including use of Gantt charts, network planning
  - xii. Simple PESTLE analysis
  - xiii. Organisational SWOT analysis
  - xiv. The role of change in the survival and prosperity of organisations
  - xv. Change fatigue and its adverse effects
  - xvi. Direct and indirect aspects of change - human and financial effects upon other people, departments and organisations
  - xvii. Recent or current examples of change (including the work-based project)
  - xviii. The costs associated with change - increases or savings
- Non-financial costs and benefits of change (social, environmental, human elements)