



# MSPD

CONSULTING . CORPORATE TRAINING . PERSONNEL

*Make your Dreams Come True*

## 2016/17 Course Outline

MSPD Skills Development Programme

# Change Management

### Learning Outcomes

This course will enable you to

- Learn about effective change management strategies
- Understand and recognise individual motivators for change and how to use them
- Recognise that everybody's personal change journey will be different
- Develop a change management & communications plan
- Gain skills required to lead a change project, celebrating a successful change and sharing the benefits and results with all staff
- Master strategies to align people with change, appealing to emotions & fact
- Understand the importance of resiliency in the context of change
- Learn to foster resiliency throughout a change project
- Understand the importance of flexibility and how to foster this strategy throughout a change project

### Course Outline

#### Preparing for Change

- Defining your strategy
- Building the team

#### Identifying the WIIFM

- What's in it for me?
- Building support

#### Understanding Cycle of Emotions for the Individual

- Denial
- Avoidance
- Passive acceptance
- Challenged
- Committed

#### Managing the Change

- Developing a change management plan
- Developing a communication plan
- Implementing the plans

#### Gaining Support

- Gathering data
- Addressing concerns and issues
- Evaluating and adapting

#### Making it all Worthwhile

- Leading status meetings
- Celebrating successes
- Sharing the results and benefits

#### Using Appreciative Inquiry

- The four stages
- The purpose of AI
- Examples and case studies

#### Bringing People to your Side

- A dash of emotion
- Plenty of facts
- Bringing it all together

#### Building Resiliency

- What is resiliency?
- Why is it important?
- Five easy steps for the leader and individual

#### Building Flexibility

- What is flexibility?
- Why is it important?
- Five easy steps for the leader and individual

