

Leading & Managing Change (2 Days)

INTRODUCTION

Change has become a major preoccupation of leaders and managers and, no matter what activities a leader becomes involved in, all of these activities require change-management skills. Every time a leader or a manager makes a decision, some type of change occurs.

While understanding the key drivers of change and their effects on organizations is necessary, leaders and managers also need to understand the key influences that will determine the success of any change initiative. Organisations are made up of human beings and an understanding of how people react psychologically to change is a necessary prerequisite for effective leadership.

This course provides a theoretical background, guidelines on best practice, and skills development in organisational change management and leadership processes.

COURSE OBJECTIVES

At the completion of this course participants should be able to:

- Develop practical skills in managing and leading change
- Identify why organisational change efforts often fail
- Describe tools and techniques to lead organisational change efforts
- Understand how to support people through the change process

COURSE CONTENT

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| • The dimensions of change | • The five psychological phases of change |
| • Change at the various levels | • Effective management of the phases of change |
| • The difference between managing change and leading change | • The impact of culture on people |
| • Why change efforts often fail | • The pressure-performance relationship |
| • Communication during the implementation of change | • Stress & change |
| • Case study: 3M change initiative | |

COURSE INSTRUCTOR

Tony Buon Dip. Wel., B.A (Psych), M.A (Hons) M. Litt (equiv) Dip Med, Grad Edu, CEAP, Cert.Med, MMII

Tony is a very experienced workplace psychologist, coach and published author. He is a Certified Employee Assistance Professional (CEAP) and a Certified Mediator (MII). Tony holds graduate and post-graduate degrees in psychology, behavioural sciences, and workplace education. Tony has taught Leadership, Psychology and Human Resources Management up to Master's Level in Universities and Colleges in Australia and the UK and has also taught on an accredited M.B.A. programme.

He has worked with a number of leading organisations including 3M, ABB, Accor, ADCO, Atos, AXA, BP, BUPA, CIC, CNPC, Chevron Texaco, Coca-Cola, Continental Tyres, CSR, Diageo, Dolphin Energy, Dublin Airport Authority, DuPont, Halliburton, KNPC, London Hospital, Marathon Oil, Midlothian Council, NHS, Scottish Police College, Shell, Sonatrach, Sydney 2000 Olympic Games, Talisman, and University College London.