

## COURSE DURATION

16 hours

## COURSE SYNOPSIS

This course sets out the skills and abilities to work with team leaders to manage change processes. It also includes facilitating innovation at the workplace, implementing change strategies and processes and evaluating the impact of change. .

## COURSE OBJECTIVES

By the end of this course, learners will be able to:

- Identify legal and ethical considerations relating to change management
- Use organisational policies and procedures relating to the change management
- Use relevant professional or industry codes of practice and standards relating to change management
- Describe the key concepts, importance and characteristics of a learning organisation that supports the development of individuals within the team and work environment
- Identify opportunities for growth or improvement based on current achievements
- Support enterprising behaviour and risk taking among team leaders by modelling enterprising behaviours and rewarding innovation to encourage desired behaviours
- Differentiate between the attributes of positive and negative risks
- Apply theories and principles of change management
- Assign roles and responsibilities to implement change strategies and processes
- Work with team leaders to anticipate and plan for predictable consequences of change by applying systems thinking
- Identify systems and behaviours that may support or limit implementation activities to facilitate implementation
- Demonstrate empathy by acknowledging and addressing the feelings and perspectives of team leaders arising from the impact of change implementation to ensure individual needs are addressed
- Identify competencies to help individuals and teams to respond positively to change
- Keep abreast of change management systems and processes by subscribing to diverse learning channels and participating in peer discussion platforms to enhance own knowledge for workplace application
- Analyse data and feedback from team leaders to establish trends and identify actions and resources required to ensure change processes generate required benefits
- Develop and review systems to share learnings from change implementation processes to guide future actions for improvement

## **TARGET AUDIENCE (SUPERVISORY & MANAGERIAL)**

This training is relevant to anyone with supervisory and managerial responsibilities and targets change agents in all sectors. The job role should be someone who wish to drive changes within the organization through (i) identify and initiate opportunities for change in the organisation; (ii) enable others to embrace process and organisation change; (iii) challenge the status quo and promote innovation; and (iv) create an environment conducive to change.

## **ASSUMED SKILLS**

- Learners must be able to read, write, speak and listen to English at secondary school level
- Learners to have minimum GCE 'O' level or ITE certificate education
- Learner should have at least 1 year's working experience in any industry

## **TRAINING METHODOLOGIES**

Lectures, group discussion, case study, self-reflection, games, videos and hands-on activities designed to bring out skills practice.

## **COURSE CONTENT**

### **Learning Unit 1: Innovation and Change**

- Introduction of change and innovation
- Forces for change
- Considerations prior to introduce change

### **Learning Unit 2: Foster an Innovative Change Culture**

- Create a learning organisation
- Encourage a culture of innovation
- Change management models
- Collaborate with stakeholders
- Overcome resistance to change
- Communicate plan for change implementation

### **Learning Unit 3: Monitor and Evaluate Change**

- Monitor change
- Evaluate change