Managing and Leading Change

Course Summary

Description

The ability to effectively manage change and support ourselves and others through change is an essential skill for an IT professional, be it a change in a project plan, or the change in process or technology that is being introduced.

This program introduces participants to the dynamics of change, the cycle individuals go through as they navigate change, and how to manage and support individuals through the cycle of change.

Objectives

After taking this course, students will be able to:
- Know and appreciate the individual reaction to change
- Understand their personal reaction to change and how to beyond their personal reaction
- Know the phases of change and what to do at each phase to move to the next phase
- Understand the causes of resistance and how to support people through resistance
- Be able to plan and engage stakeholders in the change
- Develop key skills related to introducing and managing change
- Know the importance of, and how to, communicate before and during change.

Topics

- Organizational Change and Personal Reaction
- The Transition Curve
- Navigating the Will/Skill Gap
- Stakeholder Engagement Strategies – before and during change
- Communicating Through Change
- Action Planning

Audience

This course is designed for anyone responsible for leading and implementing change.

Prerequisites

There are no prerequisites for this course.

Duration

One day