



# **Managing Change**

## **INTRODUCTION**

Designed for Managers who are working with staff through change, whether through the growth or decline of the Organisation. This programme reviews the issues that are pertinent in these cases and gives managers the tool to manage the transitions and take the team forward in a positive manner

# COURSE OBJECTIVES

#### By the end of the course, delegates will have:

- **Examined** the reasons for change and the • effects it has on the organisations and the people who work in them
- **Discussed** and identified the ways in which . people react to change and how to manage the process of transition in themselves and others
- *Practised* effective communication techniques including active listening and guestioning
- Discussed and practised ways of utilising the . power of the team
- **Examined** the role of the leader in managing . staff through periods of transition
- **Practised** the key skills of giving feedback, . counselling and influencing
- **Examined** techniques for increasing commitment in teams particularly during times of Change
- Developed an individual action for implementation in the workplace

## **COURSE DURATION: 2 Day Course**

Equivalent to ILM Level 3 unit Value of 2 credits



# **COURSE CONTENTS**

Why Change? The reasons for change Understanding organisation change

**Organisational Change** The reasons for change Understanding how people react to change

Dealing with the effects of Changes Managing the pressure Strategies for managing stress

#### **Managing Transitions**

Management strategies for each stage Supporting the process of transition in others

#### The Power of Behaviour

Understanding how and why people behave the way they do Managing your own behaviour Influencing the Behaviour of others

#### **Team Work**

Increasing team involvement Team Work – Group exercise

#### Communication

Listening and Questioning Giving feedback Assertive Communication

#### Leading People Through Transitions and Beyond

Situational Leadership The Manager as a Coach Counselling

#### **Increasing Team Involvement Empowering your Staff**

#### **Personal Development Action Plan**

Throughout this course there will be a number of practical exercises carried out which will enable delegates to put into practice must of the theory covered



















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