

CHANGE MANAGEMENT IN THE INDIVIDUAL CONTEXT

Unit Standard	115407
NQF	Level 5
Credits	10
Duration	2 Days
Organisational Development Area	All Staff Levels

SYNOPSIS

The issue of change management is an important aspect of modern organisational life and management practice. Change occurs more or less constantly and therefore the proper leadership and management of change implies three things viz. identifying the nature of the change requirement (proactive or reactive), establishing an approach to leading and managing the change and then reinforcing the change within the culture of the organisation. While the skills required for this purpose are discrete, they are also complementary in that a failure in any one of the three areas will result in a failure in the change initiative. This requires an understanding of integration and application in real-life organisational settings.

The purpose of the course is to provide learners with the key skills required to understand and lead change and to create appropriate management processes to achieve this.

COURSE OUTLINE

- What is change?
- The change cycle;
- Who moved my cheese?
- The pace of change;
- The pyramid response to change;
- A four room apartment;
- Dealing with resistance;
- Strategies for dealing with change;
- Managing anger;
- Managing stress.

COURSE OUTCOMES

Upon successful completion of this course, learners will be able to demonstrate their ability to:

- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are;
- See change not as something to be feared and resisted but as an essential element of the world to be accepted;
- Understand that adapting to change is not technical but attitudinal. Change is not an intellectual issue but one that strikes at who you are;
- Recognize that before we can embrace the way things will be, we must go through a process of grieving, and of letting go of the "way things used to be";
- See change as an opportunity for self-motivation and innovation;
- Identify strategies for helping change be accepted and implemented in the workplace.