

Driving change

Implement organisational change that sticks!

Duration

2 days

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Delegate feedback

I found this to be very good workshop with a balance of theory and exercises. I recommend it all middle managers.

The workshop was well presented and facilitator was well prepared. Manuals and slides were clear and informative.

The workshop was very informative, with the practical exercises really driving the point home (making it more understandable).

An eye opening workshop. A must have for knowledge for any manager.

Top management should also attend this training.

The course was well presented, organised and straightforward. My objectives for attending the course were fully met.

The workshop was well presented. It was able to address the objectives we had said we wanted to have achieved by the end of the workshop.

It was an eye opener and very helpful workshop. It was able to clearly spell out the steps for effective change management in any environment.

Why is it so difficult to successfully implement change?

The track record of large-scale organisational change delivering on expectations is abysmal. Why? The culprit is usually **not** the strategy itself, the design or even technology. We understand enough about devising strategy, re-structuring organisations, project management, IT design, process re-engineering and even culture change for them not to be the problem.

The cause **very often** is that change initiatives ignore people alignment and thus the change is not supported. People push back with the result that the take-up is at best disappointing, and at worst, it's disastrous.



What is needed?

To be successful, organisational change must have people engagement processes that run in parallel to the technical change initiatives. These people change management processes should be designed to understand the stakeholders and their needs, assess change readiness, plan and implement communication and support initiatives.

When people are aligned to an organisational change, even difficult and unpopular change has a better chance of succeeding!

What does the workshop cover?

Delegates are taught change management processes incorporating project management disciplines and given practical tools to make change stick. They work with case studies and apply what they have learnt to their own change initiatives underway in their work places. The following is covered:

- What causes change initiatives to be successful and to fail?
- Change models
- Line and HR roles in driving change
- The advantages and disadvantages of using change agents
- Stakeholder analysis and change readiness assessment
- Communication analysis and plan
- Change support plan and learning/training plan
- Measuring, tracking and reporting on change adoption
- Dealing with resistance to change

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Workshop was insightful. Workshop achieved the objectives and was highly above average.

The course was very informative and I really appreciated it.

Facilitator made an excellent presentation and handled the group very well.

Very enlightening and straight to the point in making change work.

This was really inspiring and will help me in the factory.

Created a forum for sharing experiences of other departments and enabled participants to work through concepts and apply their knowledge to company topics.

The workshop was very interactive which brought relevance through practical situations and sharing of experiences amongst the delegates.

Practical and simple techniques discussed and practiced.

This is a very good course especially for people who are tasked with implementing change. I wish it could be taught to employees that are even in the lower grades.

It was an eye-opener. I never realised how change affects the various stakeholders and how project management skills can ease the pain in effecting change.

The structured approach to communicating the change message which starts from knowing your audience, makes for a richer and better reception of the message.

The things I have learnt on this course will really help me!

I have been exposed to both change management and project management before, but still found many things I'll be able to implement.

What are the outcomes?

Leaders and line specialists learn people change processes that are critical to create engagement and support. They learn what they can expect from HR specialists to assist them achieve change take-up.

HR specialists learn practical change support processes to create alignment and understanding of staff impacted by the change initiatives. They learn how to assist line managers drive and deliver change.

The net result is enhanced success of change take-up and improved benefit realization.



Target audience

- Leaders and management specialists tasked with implementing change.
- HR specialists who support organizational change initiatives with change management activities .

Clients:

We work with a variety of clients in South Africa, Southern Africa and Australia including: Royal Swaziland Sugar Corporation, Old Mutual, Momentum, Metropolitan, Mutual and Federal Insurance Company, SAPS, Nokia Siemens Networks, TAL Australia. various local, provincial and national government administrations.

About the facilitator Rod Warner:

Rod has researched, developed interventions, presented and published in the field of building resilience to cope with organizational and personal change and resultant stress. His book "The Building Resilience Handbook" is available from www.takealot.com in its second printing.

