iSolve™ | Learning Solutions

incorporating **FOSTER-MELLIAR**

Leading Through Change

Course Code: CBPLTC	**Certification Exam:** B-12203
Duration: 1 Days	**Certification Track:**
Format: Instructor-Led	CBP – Business Improvement Series

CBP **Authorized** TRAINING PARTNER

About this course:

This one-day course will increase the certified professional's knowledge and ability to: Define what change looks like and feels like, identify the different reactions of change, and evaluate how the change will affect people in your organization. Recognize change resistance and explore various sources of resistance, and the eight mistakes organizations make during change. Able to explore evaluate and compare the various roles of team leaders, develop commitment strategies to change the design the elements of a change communication plan. Align systems and structures to the change identify the characteristics of bounce-back people and organizations.

This module prepares candidates to sit the Certified Business Professional exam: B-12203**.**

Audience:

This course is recommended for human resources personnel, business leaders, senior executives, managers, supervisors, and front-line workers.

Prerequisites

This course requires that candidates meet the following prerequisites:

- The candidate must have a commitment to the pursuit of excellence
- The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

Follow-up courses

- Conflict Management
- Dynamic Decision Making
- Motivating Employees to be their Best
- Secrets of Management Success

Course Outline:

The student kit includes a comprehensive workbook and other necessary materials for this class.

Module 1: Effects of Change

- Pre-Program assessments
- Introduction

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Directors: P. J. Clark (Managing Director) | H. Ramjee | N. January | M. Varachia | S. Singh | P.E Bogatie (Alt) | M.Schrader (Alt)
Reg: 2001/012570/07 | VAT: 4490218676 | Level 2 B-BBEE

- What change looks like
- How change is interpreted
- Why change equals loss
- Learned helplessness versus learned optimism.

Module 2: Change Responses

- The spectrum of change responses
- The grieving cycle
- How change responses manifest at work
- Change resistance.
- Working with change resistance

Module 3: Leading the change

- Introduction to change responses
- Eight reasons change efforts fail
- Crating a sense of urgency
- Leading versus managing change
- Inspiring a shared vision
- Exploiting early successes
- Roles of change leaders.

Module 4: Anchoring Change

- Implicit contracts
- Case study
- Getting buy-in
- Change buy-in
- Anchoring to the past.

Module 5: Communicating and Reinforcing the Change

- Two views of organizational change
- Rate of change
- Effective change communication
- The six phases of change communication
- Steps for communicating major change.

Module 6: Organizational Alignment

- Systems and structures
- Balancing security and significance.

Module 7: Change Resiliency

- Introduction to bounce back
- Defining bounce back

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- Keys to resilience
- Ending
- Adaptive and transformational charge
- Six components of bounce back people
- Dealing with customer or client
- Case studies.