



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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How to Manage Change (Change Management)

Overview

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. Change is something that we need to learn to live with and embrace. We need to be able to understand and manage change appropriately.

Objectives

- Evaluate your understanding of change
- Describe change in the workplace
- Discuss effective strategies for change management
- Define the POISS Model of change analysis
- Identify the steps in analysing change
- Define anticipating and embracing change

Course Prerequisite

Read, Write & Understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer, who utilises a combination of the following techniques to ensure that the session is practical and experiential: Discussion; Role Play; Exercises & Case Studies; Videos/DVD's; Games, Slide Shows & Written Questions.

Who should attend?

This course is for any professional who is experiencing or anticipating change within the work environment. Anyone who is tasked with implementing a new project, process, or technology, including business managers, end-users and information management specialists.

Course Outline

This course consists of the following 5 modules

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| Module 1 | Understanding Change; Assess Your Reactions to Change; Change Management; Change Hardiness; Why Changes Occur; The Three Stages of Processing Change |
| Module 2 | Cope with Stress; Types of Stress; The Effects of Stress; Personality and Stress; Cope with Fear; Fear in the Workplace; The Effects of Fear |
| Module 3 | Analyzing Change; Conduct a Change Analysis; The POISS Model; Study the Competition |
| Module 4 | Embracing Change; Anticipate Change; Trends and Changes; Reframing Change; Embracing Change |
| Module 5 | Communicating Change; Benefits of Change |

Additional Information

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| Duration | 1 Day | |
| Includes | <ul style="list-style-type: none"> • Comprehensive Manual • Lunch & Refreshments (not applicable to on-site training) • Electronic Certificate (on successful completion of the course) | <ul style="list-style-type: none"> • Electronic Trainer Feedback Report • Electronic Delegate Feedback Questionnaire |