

Influencing and Leading Change



Overview:

Business change is complex because of the interdependencies between the business environment, the organisation, its people and supporting technologies. This course is based around the McKinsey's Influence model of leading change. To lead change effectively you need to do four main things - foster understanding and conviction, reinforce with formal mechanisms, develop talent and skills and role model.

Benefits of completing this course:

- Change is a planned and managed process
- Change can be implemented while minimising effects on the day to day running of business
- Employee performance increases when staff feel supported and informed throughout change

Audience:

- Staff who are:
- responsible for planning change
 - on the receiving end of change and whom need to understand the impact of change on the working environment
 - responsible for implementing or managing change

Learning Outcomes:

- Understand the fundamentals of change
- Identify the obstacles to change
- Identify the causes of complacency
- Manage change by encouraging creativity and commitment
- Recognise the truths and misconceptions of change
- Manage costs of change

Delivery:

Workshop

Course duration:

1 day

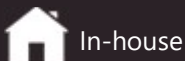
Certificate:

Certificate of Attendance

Competencies:

- Communication
- Leadership
- Vision
- Strategic planning
- Knowledge of change management principles

Delivery Options



To book this course:

Call: **1300-2GO-CTS**

Web: www.ctstraining.com.au

Email: info@ctstraining.com.au

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Topics covered ...



What you will learn...

- Contemporary theories in Leading Change
- Levels of change
- Misconceptions about change
- Importance and benefits of change
- The behaviours and traits of a change leader
- The role of resilience during change.

Fundamentals of Leading Change

The McKinsey Influence Model of leading Change lays out four key concepts that leaders need to do to ensure that they can effectively lead change.

- 1) Foster Understanding and Conviction
- 2) Reinforce with Formal Mechanisms
- 3) Develop Talent & Skills
- 4) Role Model

- Basics of change management
 - people, expectations, emotion
 - change curve - how people respond to change
- Leading change
- Identify the steps of a change process
- Identify the obstacles to change:
- Manage change by encouraging creativity and commitment to change
- Differentiate between change and transition
- Identify strategies to manage the endings phase.
- Identify information required and strategies to manage the new beginnings phase.

The Change Process

- The psychology of the change
- Understanding and using sphere of influence
- Choose an action plan
- Implement the action
- Managing steps of change
- Monitor the progress
- Measuring success of change

Obstacles to Change

- Resistance
- Complacency
- Crisis

Managing Change

- Creativity
- Commitment
- Communication

Adapting to Change

- Truths and misconceptions
- Factors affecting response
- The endings phase

Coping with Uncertainty

- The exploration phase
- Management of the exploration phase

Moving Forward

- The new beginnings phase
- Management of the new beginnings phase

Delivery Options



Public Schedule



Live-Online



Group Training



In-house

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