



# Coping with change (full day)

## Course Outline

This course aims to give participants an understanding of all the factors in the change process and how they can have a positive impact in implementing and driving change

### Content modules:

- The need for change – why do we keep adapting
- Inspiring others - Developing the burning platform
- Change framework models and strategies – the change process
- Developing a communication strategy and involving stakeholders
- Case Study - analysing successful and unsuccessful change models
- How to positively handle those who resist change – giving feedback
- The six phases of change – how people react from anticipation to acceptance
- Creating change champions in the future
- Your role as a change agent – what your behaviours say about the process
- Review and reflect – evaluating the change process

### Learning outcomes:

- Identifying the need for change
- Understanding the change process and how humans react to it
- Inspiring others to join the journey
- Developing and implementing a change model

### Learning styles:

- Lecture/seminar
- Large group participation
- Case studies
- Small group break-outs
- Role plays

*"What I enjoyed most about the session was how the presenter involved those present with activities and group discussion."*

*"The course provider was very clear, helpful and delivered very valuable advice."*

*"Well presented and thought provoking."*