



## Course Content

### **Change Management Training Course Outline 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. This Change Management workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted.

This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change. Change Management Training is important in today's professional world as organisational change is more the norm rather than the exception. More than ever, work roles and organisations are in a state of flux with changes in structure, re-deployment, and return to work, redundancy and personal crisis. Hence it is important to understand the change management process and learn some important change management tools.

Change takes place on three different levels: the Individual the Team the Organisation Organisational change management has to happen at all three levels as they are interrelated. This Change Management Training Program is geared toward teaching the change management process as well as some change management tools and principles that can support managers, consultants and other change facilitators to fulfil their mission: to initiate and sustain change processes.

## **Course Content**

- Defining Change and Strategy
- Understanding the cycle of emotions for the individuals
- Gaining Support , using appreciative inquiry
- Dealing with WIIFM
- Managing the Change
- Making it all worthwhile
- Winning the Team to your Side

## **Outcomes:**

In this course participants will:

- Learn about effective change management strategies
- Understand and recognise individual motivators for change and how to use them  
Recognise that everybody's personal change journey will be different
- Develop a change management & communications plan
- Gain skills required to lead a change project, celebrating a successful change and sharing the benefits and results with all staff
- Master strategies to align people with change, appealing to emotions & fact
- Understand the importance of resiliency in the context of change Learn to foster resiliency throughout a change project
- Understand the importance of flexibility and how to foster this strategy throughout a change project

## **Excellence in Service Delivery**

Excellent service delivery as a Strategic tool

- ✓ Strategic service delivery as a tool for utility service providers and civil servants
- ✓ The importance of service delivery in today's fast paced economy
- ✓ How to turn Lesotho into a customer-centric economy
- ✓ Consistency in service delivery on a global level
- ✓ Bridging the Gap: Proven Commercial Practices for Helping Organizations' to Deliver Services Better, Faster, and at Lower Cost
- ✓ How to streamline service delivery

- ✓ Defining the future of customer service delivery
- ✓ Every day is a customer service day
- ✓ Establishing proven customer service strategies
- ✓ Keys to legendary customer service
- ✓ Traditional practices and modern practices of customer service
- ✓ How to create a service centred culture

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