



Change Management

Course Prerequisites

Prerequisites: This course has no prerequisites.

How You Will Benefit

After completing this course, students will know how to

- Understand the fundamentals of managing change by identifying the levels of change, the misconceptions about change and the importance and benefits of change, as well as recognize the behaviors and traits of a change leader, and the role of resilience during change.
- Identify the steps of a change process, analyze a change situation, choose an action while avoiding risks, create a sense of urgency, set goals, motivate employees, prevent failure, and monitor the progress of change.
- Identify the obstacles to change including resistance and negative reactions to change, empower employees, and ease the tension caused by a change, as well as identify the causes of complacency and understand the effect of crisis during change.
- Begin managing change by encouraging creativity and commitment to change in employees, using effective communication and listening skills, and controlling the grapevine.
- Recognize the truths and misconceptions about change, differentiate between change and transition, identify the factors that affect the response to change, recognize the styles of response, and identify the strategies to manage the endings phase.
- Identify the emotions, responses, and needs experienced during the exploration phase, and the strategies to manage the exploration phase.
- Identify the information required during and the common responses to the new beginnings phase, as well as strategies to manage the new beginnings phase.

Course Content

Unit 1: Fundamentals of change management

- Topic A:** Basics of change management
- Topic B:** Importance of change
- Topic C:** Leading change

Unit 2: Change process

- Topic A:** Steps of a change process
- Topic B:** Analyze a situation
- Topic C:** Choose an action
- Topic D:** Implement the action
- Topic E:** Monitor the progress

Unit 3: Obstacles to change

- Topic A:** Resistance
- Topic B:** Complacency
- Topic C:** Crisis

Unit 4: Managing change

- Topic A:** Creativity
- Topic B:** Commitment
- Topic C:** Communication

Unit 5: Adapting to change

- Topic A:** Truths and misconceptions
- Topic B:** Factors affecting response
- Topic C:** The endings phase

Unit 6: Coping with uncertainty

- Topic A:** The exploration phase
- Topic B:** Management of the exploration phase

Unit 7: Moving forward

- Topic A:** The new beginnings phase
- Topic B:** Management of the new beginnings phase