



Crystal Lean Solutions

Training
Academy

Change Management



Change Management

DURATION:	1 Day
ACCREDITATION:	Crystal Lean Solutions
COURSE CODE:	1005

AIM:

The aim of the Change Management programme is to provide you with the knowledge and skills to manage a team or organisation through change using a recognised change management framework.

OBJECTIVES:

At the end of the course, learners will be able to:

- ✿ Describe the 4 phases of change.
- ✿ Explain the Change Management process.
- ✿ Positively influence the change and support through the change at a human level
- ✿ Describe the different levels of emotional intelligence.
- ✿ Be self-aware and apply that self-awareness to support people going through the change.

THIS PROGRAMME IS FOR:

The Change Management programme is suitable for anyone that is involved in presenting and communicating to others in a business environment, including but not limited to:

- ✿ All Managerial Roles
- ✿ People Leaders
- ✿ Engineers, HR personnel, Quality, Services, Sales

PROGRAMME CONTENT:

The Change Process

- * What exactly is change and where does it happen?
- * Kubler-Ross The Change Curve – 4 phases of change
- * Managing through the change phases and the role of the Leader
- * Fight or Flight – recognition and management of physical impact of changes
- * Communication, communication, communication
- * Influencing using Merrill and Reid 4 Social styles

Self-Awareness through Emotional Intelligence

- * What is emotional intelligence?
- * The 5 phases of emotional intelligence
- * How to utilise EI when adapting and coping with change

ASSESSMENT:

Not Applicable

GRADING:

Not Applicable

PROGRAMME DELIVERY:

The Programme is delivered in a classroom setting

TOTAL DURATION OF THE PROGRAMME INCLUDES:

Classroom Training: 1 day

CERTIFICATION CRITERIA:

Completion of training day on programme
Complete and submission of assignments on time

CERTIFICATION BODY:

Crystal Lean Solutions

RECOGNITION OF PRIOR LEARNING (RPL):

Please discuss directly at office@crystalleansolutions.ie

PRE-REQUISITE:

None

OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:



- ✿ Strategy Development and Deployment
- ✿ Professional Coaching
- ✿ Scrum Training
- ✿ Time Management Skills
- ✿ Critical Thinking