

Taking Charge of Organizational Change

Are you experiencing anxiety or uncertainty stemming from a merger, acquisition, outsourcing, plant or base closure, staffing change or some other organization change? Too often, change initiatives fail because of poor planning, resistance to change, and lack of vision and communication. With constant change occurring in most organizations, a better understanding of how organizational changes come about, how they are planned, and the challenges inherent in the change process will facilitate smoother transitions and organizational effectiveness.

This extremely interactive course provides an overarching approach for making change happen in organizations and helps participants embrace a mindset that welcomes organizational change. This course addresses how to assess whether change is necessary, as well as what needs to be changed and how to build a business case for a change. Based on that, you will explore how to develop and articulate a compelling vision and strategy for change.

The course will teach you how to engage support for change from stakeholders, as well as how to develop a successful communication plan that is key to any successful change initiative. Particular emphasis is placed on the emotional reactions to change and how to help people support change.

During class, you will work through real-life change scenarios and have the opportunity to plan for change and understand the impact of change from multiple perspectives. You will gain a better understanding of how you personally handle change and use strategies and tips to help others cope with change. You will come away from the course able to apply the framework, tools and approaches for leveraging the inevitable change that occurs every day in today's business environment.

Course Topics

1. **Change Defined**
 - a. ESI's Mindset Model
 - b. Effects of change
 - c. Resistance to change
 - d. Core values inventory
 - e. Framework for change
2. **Being a Change Agent**
 - a. Assessing personal strengths
 - b. Identifying personal barriers
 - c. Being inspired by change
3. **Need for Change**
 - a. "As is" and "to be" gap analysis
 - b. Deciding what needs to change
 - c. Developing a business case for change
 - d. Prioritizing changes
4. **Organizational Readiness**
 - a. Engaging support
 - b. Articulating a compelling vision
 - c. Gaining sponsorship
 - d. Assessing stakeholders
 - e. Identifying key roles and responsibilities
 - f. Process and plan a case for change
5. **Planning for Change**
 - a. Creating the change team
 - b. Communication plan
 - c. Strategy for change
 - d. Measures and milestones
 - e. Articulating the case for change
6. **Implementing Change**
 - a. Changing business process
 - b. Coaching and supporting the transition
 - c. Helping others transition
 - d. Preparing an implementation plan
 - e. Sustaining organizational change
 - f. Implementing the case for change

Learn how to:

- Become a change agent
- Leverage organizational change for positive outcomes
- Help others deal with change
- Create a business case for an organizational change
- Consider other perspectives that impact change initiatives
- Apply a framework to plan and lead organizational change

ACE CREDIT recommendation:

Undergraduate: 2 credit hours

PDU's: 22.5

CEUs: 2.2

CPE credits: 27



Public and on-site delivery
available under GS-02F-0058P.

This course also applies toward the Advanced Master's Certificate in Project Management.