

Derek Hendrikz Consulting Presents:

Management of Change & Transformation

Duration:	3-days
Max. Participants:	20
Facilitators:	1
NQF Level:	5
Total Credits:	3
SETQAA Accreditation:	Services SETA – Decision Number 2072

About the workshop:

The programme aims to enable participants to achieve a transformational state within the organisation through effective change management. A case study method is used where each participant will use own organisational examples to practically apply the various change models taught in this programme. Areas covered by this programme are as follows:

- Understanding 'transformation' as the achievement of a desired state or result;
- Understanding 'change' as the initiative or process used to achieve a desired state;
- The leadership process to achieve a state of organisational transformation;
- The management process in institutionalising a change initiative;
- Managing organisational resistance to change;
- Lewin's change model;
- Action research as a change management model;
- Organisational development as a change management model;
- Neuro associative conditioning as a change management model; and
- The Phendula model.

The workshop outcome:

On completion of this programme the participant should be able to create transformation through effectively managing a change initiative.

SETQAA Accreditation:

For accreditation purposes the learner will have to prove competence in the following unit standard:

Unit Standard:	Unit Standard Number:	Credits:
Recognise areas in need of change, make recommendations and implement change in the team, department or division.	15214	3

Participants will be assessed on the following specific outcomes:

1. Recognising areas in need of change.
2. Making recommendations for change.
3. Implementing change.

Included:

All programme materials and handouts and the issuing of certificate on completion of programme. Permanent record will be kept of all programme results and assessments.

Training methodology:

The methodology is based on interactive learning, i.e. learners will learn by doing. Furthermore learners will use examples from their own organisations, thus ensuring that the learning is anchored at their workplace.

As with all DHC training programmes, we strive to effect actual change back at the workplace through effective and practical outcomes based training.

Programme:

Time:	Day 1:	Day 2:	Day 3:
08:00-10:00	Introduction to the management of Change and Transformation	Managing organisational resistance to change	Managing Change: Organisational Development
10:00-10:30	<i>Convenience Break</i>		
10:30-12:30	Leadership in organisational change	Managing Change: Lewin's Model	Managing Change: Neuro Associative Conditioning
12:30-13:30	<i>Lunch</i>		
13:30-15:00	Managing transformation initiatives	Managing Change: Action Research	Managing Change: Phendula Model
15:00-15:15	<i>Convenience Break</i>		
15:15-16:00	Day Review	Day Review	Programme Evaluation

Who Should Attend?

- Management on all levels.
- Organisational development practitioners.
- Organisational change agents
- Any person interested in knowledge and skills in the area of managing change and transformation.

Day 1:

Introduction to the management of change and transformation:

- Change vs. Transformation.
- Understanding 'change' as a process.
- Understanding 'transformation' as a result.
- Working with organisational vision as the primary driver of change.
- The relationship between organisational strategy and change.

Leadership in organisational change:

- Applying environmental awareness to establish the need for change.
 - Using innovation to create options for organisational change initiatives.
 - Using influence to create acceptance for a change initiative.
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Managing transformation initiatives:

- Managing organisational direction to focus the change initiative.
 - Empowering employees and processes to accommodate the organisational change initiative.
 - Containing a new transformational state through effective policy and structure.
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Day 2:

Managing organisational resistance to change:

- Reasons for individual and organisational resistance to change.
 - Managing resistance to change.
 - Conditioning employees to accept the change initiative.
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Managing change: Lewin's model

- The Lewin's change philosophy.
 - Understanding driving forces.
 - Understanding restraining forces.
 - Unfreezing and movement.
 - Refreezing.
 - Applying Lewin's model to an organisation specific example.
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Managing Change: Action Research

- The action research philosophy.
 - The five-step action research approach.
 - The problem-focus of action research.
 - Reducing resistance through employee involvement.
 - Applying action research to an organisation specific problem.
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Day 3:

Managing Change: Organisational Development

- The underlying values of an OD initiative.
 - Sensitivity training.
 - Survey feedback.
 - Process consultation.
 - Team building & inter-group development.
 - Applying OD techniques to an organisation specific problem.
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Managing Change: Neuro Associative Conditioning

- Background on Neuro Associative Conditioning (NAC).
- Getting leverage.
- Interrupting current patterns.
- Conditioning a new empowering pattern.
- Applying NAC to an organisation specific problem.

Managing Change: Phendula Model

- The Phendula model philosophy to change management.
- Understanding the change stabilisers.
- Working with organisational values.
- Working with employee mind-set.
- Working with organisational culture.
- Working with group processes.
- Applying action research to an organisation specific problem.

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Beyond Comparison!