
Managing Change

National Competency Standard (BSB07)
BSBINN301A Promote innovation in a team environment



Aim

This course is both a workshop and training session. The course teaches personal and technical change management skills, and uses those skills to facilitate the planning of change within the client organisation. On completion of the course clients will have a sound grasp of basic change management principles and be able to apply those skills in a real world environment.

Audience

This course is aimed at staff who are responsible for organising and managing change in the workplace, as well as anyone who is required to work with and adapt to workplace change.

Duration

One day.

Course Outcomes

1. The fundamentals of change management.
2. Understand how change may be perceived by those affected by it and how to manage change in an appropriate way.
3. Identify the internal and external factors that can cause change.
4. Prioritise and assess potential changes; cost benefit evaluation.
5. Adopt successful strategies for dealing with people issues.
6. Adopt successful strategies for dealing with technical issues.
7. Evaluate the success of change.

Optional Assessment

This is a nationally recognised training program. Participants who successfully complete the optional assessment component of this course will receive a Statement of Attainment for the unit of competency outlined above (additional fee applies). Participants who choose not to be assessed will receive a Certificate of Attendance. The case study assignment is completed in the participant's own time.

Course Content

About this course

The characteristics of change

- The scope of change management
- The stages people go through when engaged in change
- Change and stress
- Traumatic life events
- What is change management?

Identifying the need for change

- External forces initiate the change
- Internal forces initiate the change
- Prioritising and assessing changes
- Evaluating financial costs and benefits

- The role of the leader in planning change

Planning and implementing change

- Implementation strategies
- Strategies to address people issues
 - Dealing with uncertainty
 - Personal implications of change
 - Promoting the benefits of change
 - Win commitment with a Stakeholder Management Plan
 - Making the decision making process a part of the stakeholder engagement strategy
 - Consultative decision making
 - Implementing consultative decision making

Develop delegating skills
Develop communication skills
Active listening

- Strategies to address technical issues
 - Define objectives of the change
 - Plan implementation tasks and milestones
 - Identify resource requirements
 - Perform a risk analysis
- Evaluating change
 - Develop an Outcomes Realisation Plan

Appendix 1: The Four Room Apartment model of change

How do people engage change?
Description of each room
Solutions: what to do in each room

Appendix 2: Thinking skills

Lateral thinking
Six Thinking Hats
Pareto analysis – choosing the most important changes to make