

## Change Management

**Organizational change is the only constant. Everything else is subject to a constant evolving process. Markets, products and technology change. Yet many people react to change with denial or resistance, thus resulting in a decline in productivity and commitment. It is therefore evident that change management is one of the most important core competencies both for organizations and the executives who manage them to develop. As a change leader, your ability to help people overcome their inertia and get onboard with new initiatives is critical to your success. This course you'll learn practical tools that will enable you to consistently and effectively manage the emotional and rational aspects of change and achieve positive results through change initi-**

### Course Outline

- Introduction
- The Types and Dimensions of Change
- Preparing For Change
- Resistance To Change

### Who Should Attend

Middle to high level staff such as:

- Senior general managers.
- HR directors.
- Change managers.
- Chief Executives.
- Department heads.

### Prerequisites

The candidate must have completed or be in the process of completing a high school or secondary school diploma or similar educational standards.

### Course Duration

The standard duration of this course is 12 contact hours.

### Approvals & Accreditation

- Ministry of Labour, Kingdom of Bahrain
- HABC
- ILM

### Learning outcomes

Upon the completion of this Course, the learner will be able to:

- State what customer service means in relation to all customers, both internal and external
- Understand Change
- Describe how to implement a Change Program
- Identify and overcome Obstacles to Change
- Use the knowledge gained, participants will be able to contribute to effective change in their organization
- Understand the impact of change in the organization
- Understand the requirement for a sound change process within the organization

### Training methods

- Interactive facilitator lead learning
- Class activities
- Group discussions
- Case studies
- Practical sessions
- Question and answer sessions
- E-learning
- Role-plays
- Self-assessment tools

For more information please feel free to contact:

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