

# Successful Change Management: Approach and Tools

Hands-on course of 2 days - 14h

Ref.: CHA - Price 2024: CHF1 530 (excl. taxes)

Change control has become a key competence. It requires on behalf of the person in charge, an anticipation for the key stages, a rigorous planning, managing emotions and a strong determination.

Scenarios. Work in groups. Work on real-word scenarios. Feedback.

## THE PROGRAMME

last updated: 01/2018

### 1) Change Representations

- Change in its different forms (human and organisational).
- Unforeseeable reactions, behaviour and resistance to change.
- Questioning and the ?mourning? period.

*Hands-on work : Role-play.*

### 2) Adapting to Change

- Positive and negative responses to stress due to change.
- Adaptation period.
- Main stages of personal growth.
- Identifying resources.
- Developing new skill sets.

*Hands-on work : Identify stress factors in different situations and offer appropriate responses.*

### 3) Giving Sense to Change

- Using Change as a catalyst for Progress.
- Being an active Player.
- Building professional or personal project.
- Clarifying goals.
- Project Management.
- Alignment.

*Hands-on work : Formalise projects and ambitions. Reduce the gap between the dream and the reality.*

### 4) Communicating Change

- Ensuring Change has been communicated clearly and understood.
- Interacting, brainstorming and sharing ideas.
- Direct and indirect approaches.
- Socio-dynamic approach.
- Active listening.
- Questioning and maieutics.

*Exercise : Case study exercises.*

#### PARTICIPANTS

Anybody having to deal with the change management linked to an information system project.

#### PREREQUISITES

None.

#### TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

#### ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

#### TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

#### TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

#### ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@ORSYS.fr to review your request and its feasibility.

### 5) Change Management

- Do you possess the right credentials to drive Change?
- Planning each key step and piloting Change successfully.
- Implementing orderly and systematic processes.
- Time Management.
- Coaching.

*Exercise : 3 scenarios: Piloting change.*

## DATES

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### REMOTE CLASS

2025 : 13 Feb, 05 Jun, 28 Aug, 27  
Nov