



Please note that this outline is only intended as a guide and that any event can be customised to suit you.

Events are run using a mix of trainer-led sessions, hands-on practice and group discussions.

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Managing Change

(1 day)

"The only constant in life is change."

Benefits

In any organisation change will happen over time, whether we like it or not. The key to managing this situation is to understand the need for change and then be prepared to make it work, as far as possible, to your benefit and that of the organisation.

Aim

To introduce attendees to the concept and nature of change and to deal with the strategies & skills necessary to manage it successfully.

Objectives

By the end of the training you will be able to...

- Understand the importance of strategic thinking and the development of a workable strategic plan when managing change
- Commit to the value of a culture of quality management and continuous improvement
- Identify the reasons why, if change is not managed effectively, both you and your organisation could become irrelevant!

Content

- Why do we need to change? Is it better to be reactive or proactive? What are the effects on your organisation?
- Overview of the 'condition and process' approach to change
- Creating a 'vision' and empowering others
- The difference between tactical and strategic change
- Techniques for identifying the driving forces for change
- Overview of process improvement strategies (e.g. Six Sigma)
- Recognising threats and opportunities in your organisation
- Identifying and resolving potential implementation issues
- Developing your own strategic plan for change and adopting a quality-orientated style of management
- Why change doesn't always result in positive benefits!