

<b>Program Name</b>	<b>Change Management</b>
<b>Level</b>	N/A
<b>Pre-Requisite(s)</b>	N/A
<b>Recommended WEI Programs To Have Completed Prior to Starting this Program</b>	N/A
<b>Total Hours</b>	40
<b>Description</b>	Change Management provides you with a step-by-step approach to designing, implementing and leading a change management process. By exploring various models for change management, you will be able to choose an approach that works best for your specific project and work environment. In addition, you will be able to develop a communications plan tailored to your own change project and learn skills for anticipating and overcoming common obstacles as well as how to manage change fatigue.

#### **Learning Outcomes:**

- Defining change management
- Describe factors that contribute to the resistance to change in organizations
- List the three phases of change management
- Explain at least three change management models
- Identify strategies for leading a change effort
- Explain why change efforts fail
- Demonstrate strategies for problem solving in change management
- Define change fatigue
- List strategies for managing change fatigue

#### **Standard Topics:**

- What is change management
- Why people in organizations resist change
- Phases of change management
- Kotter's 8-phase model for change
- The ADKAR model for change management
- Lewin's Unfreeze-Change-Refreeze model
- Designing a change plan
- Creating a change team
- Vision and strategy
- Communications plan for a change effort
- Obstacles to change
- Creating and celebrating wins
- Continuous improvement in the change effort
- Anchoring change to the company's culture
- Why change effort fails
- Creative problem solving techniques
- Change fatigue