

Managing change

Learning objectives

At the end of this course the participants should be able to:

- Recognize the need and the universality of the different types of change;
- Be sensitive to the existence and to the sources of resistance to change;
- Know the steps that are common to almost all changes;
- Know the essential activities that must be undertaken when changes occur;
- Identify the elements in the change process on which participants can intervene and participate in a positive way;
- Identify reasons for accepting change;
- Recognize, in their own mode of functioning, the elements that contribute to the acceptance of changes or those that contribute to the resistance to change;
- Use strategies that reconcile individual needs with organizational needs, and technological necessities;
- Understand how to measure the results of change;
- Recognize the symptoms of stress associated with organizational changes.

Content

The content of this course can vary in response to the different needs of clients. The course may include:

- The types of change;
- Why changes occur;
- Individual and organizational barriers and obstacles to change;
- The steps characteristic of changes according to Bridges' "Transition model";
- Using the Rancourt's "Epistemic styles" model in the management of individual and organizational change;
- Strategies for facilitating the acceptance and implementation of changes;
- Ideal characteristics of environments in which changes are successfully implemented;
- The importance of developing progress indicators during a change process;
- Stress and changes.

Course participants and duration

This two day course is normally given to groups of 8 to 12 participants from the same organization. Since different clients' needs vary, we can adapt the schedule, the content and the learning activities so as to respond to specific needs.