



PST TRAINING (PTY) LTD

PST Training (Pty) Ltd

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Change Management (How to Manage Change)

Overview

Change is a constant in many aspects of both personal and professional life. Technologies, processes, people, ideas, and methods continuously evolve, affecting the way we perform daily tasks and achieve results. To thrive, individuals and organisations must not only adapt to change but also learn to embrace it as an opportunity for growth. This course provides delegates with the tools to understand, anticipate, and manage change effectively.

Objectives

On completion of this course, delegates will be able to:

- Evaluate their own understanding of change and its impact.
- Describe the dynamics of change in the workplace.
- Apply effective strategies for change management.
- Define and utilise the POISS Model of change analysis.
- Identify the steps in analysing and implementing change.
- Anticipate, embrace, and communicate change with confidence.
- Build resilience and flexibility to lead through change and reduce resistance.
- Recognise common reactions to change and develop strategies to support employees through transitions.

Course Prerequisite

Ability to read, write and understand English

Language of Delivery

English

Delivery Methods

Course is facilitated by a competent subject matter trainer who utilises a combination of the following techniques to ensure that the session is practical and experiential:

- Discussion
- Role Play
- Case Studies
- Practical Exercises
- Videos & Slide Shows
- Games & Group Activities
- Written Questions

Who should attend?

This course is suitable for:

- Business Managers
- Supervisors & Team Leaders
- End-Users experiencing organisational change
- Information Management Specialists
- Project Managers & Change Agents
- Any professional tasked with implementing new projects, processes, or technologies

Course Outline

This course consists of the following 5 modules

Module 1	Understanding Change • Why change occurs in organisations • Common reactions to change and how to identify them • Preparing for change: building the right strategy and team • Identifying the WIFM ("What's in it for me?") factor • Tools and techniques to build support for change initiatives
Module 2	Leading and Managing Change • The three stages of processing change • Leading and managing people during transitions • Preparing and planning for change • Delegating and keeping communication channels open • Coping with stress, fear, and pushback
Module 3	Analysing and Supporting Change • Conducting a change analysis • The POISS Model of change • Gathering data and addressing concerns • Building stakeholder support and involvement • Celebrating success and sharing benefits

Module 4	Strategies for Building Resilience • Appreciative Inquiry and its four stages • Combining facts with emotion to influence others • Building resilience and flexibility in teams • Overcoming barriers to change adoption • Encouraging adaptability and positive mindsets
Module 5	Embracing Change • Anticipating and reframing change • Communicating change clearly and effectively • Benefits of embracing change personally and professionally • Turning challenges into opportunities • Embedding a culture of continuous improvement

Additional Information

Duration	1 Day	
Includes	• Comprehensive Training Manual • Lunch & Refreshments (not applicable to on-site training)	• Electronic Certificate (on successful completion of the course) • Electronic Delegate Feedback Questionnaire