



COURSE OVERVIEW TM0441 Change Management Skills (E-Learning Module)

Course Title

Change Management Skills
(E-Learning Module)

Course Reference

TM0441

Course Format & Compatibility

SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)



Course Duration

30 online contact hours
(3.0 CEUs/30 PDHs)



Course Description



Change management tools and techniques are used to minimise risk and manage transition in a controlled and structured way. Most change programmes are sub-optimal because the focus is on implementation and delivery rather than a smooth journey through the transition. Companies that can implement change across the organization effectively have a major advantage over their less agile competitors. But there are few organizations that have this capability as 75% of all change initiatives fail to achieve their objectives. Leading organizations have made change management a core competency because they recognize that there are two types of businesses today: the quick and the dead.



This E-Learning course is designed to provide participants with a detailed and up-to-date overview of change management skills. It covers the levels, misconceptions about change, importance and benefits of change; the essential areas of change, customer relationships, market understanding, personnel and technology; the proper behavior and traits that help implement change; the role of resilience, steps of a change process and important aspects of a change; the risks, driving and restraining forces; and the sense of urgency and the importance of goal setting.



During this interactive course, participants will learn the motivation, delegation, failure prevention, methods to monitor the progress and regular reporting; the obstacles to change, causes of resistance and negative reactions; the causes of complacency, crisis management and crises preparation; the creativity, new ideas, verbal encouragement and brainstorming sessions; importance of listening, grapevine management, adapting to change and misconceptions about change; the change and transition, transition process and the factors affecting response; and the negative symptoms and positive symptoms of change.

Course Objectives

After completing the course, the employee will:-

- Apply and gain an in-depth knowledge on change management skills
- Understand and practice the principles of change management and how they should be applied in the workplace
- Be able to recognize the important role people play in making business transformation successful and have practiced using different Change Management approaches
- Be able to discuss the key challenges faced when a change is introduced and different approaches that can be used to sustain change
- Understand and have practiced applying the key steps required to successfully manage people affected by change
- Understand the benefits of carrying out a successful change management process
- Discuss the fundamentals and basics of change management
- Explain the levels of change, misconceptions about change, importance of change and benefits of change
- Determine how change increases productivity and enhances growth
- Recognize the essential areas of change, customer relationships, market understanding, personnel and technology
- Lead change, promote successful change and apply proper behavior and traits that help implement change
- Identify the role of resilience, steps of a change process and important aspects of a change
- Discuss the change's sponsors, advocates and target area as well as choose an action, identify obstacles and available resources, create an action plan and reward success
- Recognize the risks, driving and restraining forces and implement the action
- Identify the sense of urgency and the importance of goal setting
- Carryout motivation, delegation, failure prevention, methods to monitor the progress and regular reporting
- Avoid obstacles to change, causes of resistance and negative reactions
- Discuss the causes of complacency, crisis management and crises preparation



- Encourage creativity, remain open-minded to new ideas, provide verbal encouragement and plan brainstorming sessions
- Rotate employees through job positions, hold job improvement meetings and encourage employee experimentation
- Develop commitment, remain patient and consistent, review communication guidelines and keep the message simple
- Explain the importance of listening, grapevine management, adapting to change and misconceptions about change
- Illustrate change and transition and transition process as well as identify the factors affecting response
- Identify the negative symptoms and positive symptoms of change including the company's vision
- Gain a sense of control, challenge yourself, manage the uncertainty and solve problems in a professional manner
- Develop new alliances, maintain a positive attitude, reward yourself, review communication guidelines, be honest about your feelings, do not delay offering your feedback and avoid placing blame

Who Should Attend

This course provides an overview of all significant aspects and considerations of change management skills for aspiring and current managers, project managers, project engineers, team leaders, company executives and all those who want to add value to their company and career by managing change.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Fee

As per proposal




Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

-  USA International Association for Continuing Education and Training (IACET)

Haward Technology is an Authorized Training Provider by the International Association for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 1-2013 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 1-2013 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Association for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

-  British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council for Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Contents

- Fundamentals of Change Management
- Basics of Change Management
- Levels of Change
- Understanding Levels of Change
- Misconceptions About Change
- Change is a Reaction to Problems
- Change Only Affects Organizational Structure
- Change Occurs Naturally
- Importance of Change
- Benefits of Change
- Change Helps an Organization Reach Its Vision
- Change Increases Productivity
- Change Enhances Growth
- Essential Areas of Change
- Customer Relationships
- Market Understanding
- Personnel
- Technology
- Leading Change
- Promote Successful Change
- Behavior
- Traits that Help Implement Change
- Resilience
- Role of Resilience
- Case Study 1
- Case Study 2
- Case Study 3
- Summary
- Exercises
- Change Process
- Steps of a Change Process

- Analyze a Situation
- Know the Organization
- Important Aspects of a Change
- The Change's Sponsors
- The Change's Advocates
- The Change's Target Area
- Choose an Action
- Identify Obstacles
- Know the Available Resources
- Create an Action Plan
- Reward Success
- Risks
- Driving and Restraining Forces
- Implement the Action
- Sense of Urgency
- Importance of Goal Setting
- Motivation
- Delegation
- Failure Prevention
- Monitor the Progress
- Methods to Monitor The Progress
- Regular Reports
- A Checkpoint System
- Case Study 4
- Case Study 5
- Case Study 6
- Summary
- Independent Practice Activity
- Obstacles to Change
- Resistance
- Causes of Resistance
- Negative Reactions
- Anger

- Shock
- Denial
- Depression
- Guilt
- Empower Employees
- Tension
- Complacency
- Causes of Complacency
- Employees Are Not Challenged
- Employees Have A Limited Focus
- Employees Who Do Not Understand the Need for Change
- Crisis
- Crisis Management
- Benefits of Crisis
- Crises Preparation
- Case Study 7
- Summary
- Independent Practice Activity
- Managing a Change
- Creativity
- Encourage Creativity
- Remain Open-Minded to New Ideas
- Provide Verbal Encouragement
- Plan Brainstorming Sessions
- Rotate Employees Through Job Positions
- Hold Job Improvement Meetings
- Encourage Employee Experimentation
- Commitment
- Develop Commitment
- Employee Commitment Levels
- Remain Patient
- Communication
- Communication Guidelines

- Keep the Message Simple
- Remain Consistent
- State the Change's Goal
- Provide Examples
- Explain Your Reasons
- Tell the Truth
- State Your Feelings
- Plan Your Thoughts
- Repeat Yourself
- Importance of Listening
- Demonstrate Support by Listening
- The Grapevine
- Grapevine Management
- Summary
- Independent Practice Activity
- Adapting to Change
- Truths and Misconceptions
- Change is Constant
- Change is Necessary
- Change is a Catalyst
- Change is Unpredictable
- Misconceptions About Change
- Change is a Reaction to Problems
- Change Only Affects Organizational Structure
- People Adapt to Change In The Same Manner
- Change and Transition
- Transition Process
- Endings
- Exploration
- Determine the Affects of Change
- Words
- New Beginnings
- Actions

- Thinking
- Factors Affecting Response
- Perception of the Change Event
- Possible Losses and Gains
- Personal Change History
- Current Level of Change
- Personal Change Profile
- Response Styles
- Innovators
- Traditionalists
- Adapters
- The Endings Phase
- Emotions
- Denial
- Resistance
- Guilt
- Needs
- Empathy
- Validation
- Management of the Endings Phase
- Break from the Past
- Clarify the Change
- Seek Support from Others
- Help Yourself
- Summary
- Independent Practice Activity
- Coping with Uncertainty
- The Exploration Phase
- Emotions
- Anger
- Fear
- Depression
- Responses

- Negative Symptoms of Change
- Positive Symptoms of Change
- Needs
- Information
- Communication
- Structure
- Management of the Exploration Phase
- Accept the Need To Move Forward
- Identify the Company's Vision
- Gain a Sense of Control
- Challenge Yourself
- Manage the Uncertainty
- Talk It Out
- Solve Problems
- Exercise
- Be Organized
- Case Study 8
- Case Study 9
- Summary
- Moving Forward
- The New Beginnings Phase
- Information
- Recognize the New Beginnings Phase
- Responses
- Needs
- Participation
- Alignment
- Management of the New Beginnings Phase
- Take Practical Action
- Develop New Alliances
- Maintain a Positive Attitude
- Reward Yourself
- Communication Guidelines



- Be Honest About Your Feelings
- Do Not Delay Offering Your Feedback
- Avoid Placing Blame
- Case Study 10
- Summary

