Haward Technology Middle East

COURSE OVERVIEW TM0245
Making Sense of Change Management
A Complete Guide to the Models Tools & Techniques of
Organizational Change

Course Title
Making Sense of Change Management: A Complete Guide to the Models Tools & Techniques of Organizational Change

Course Date/Venue
February 16-20, 2025/Meeting Plus 8, City Centre Rotana Doha Hotel, Doha, Qatar

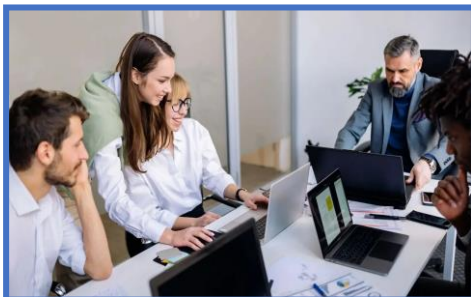**Course Reference**
TM0245

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a detailed and up-to-date overview of Making Sense of Change Management: A Complete Guide to the Models Tools and Techniques of Organizational Change. It covers the change management models comprising of Kurt Lewin's change model, ADKAR and Kotter's 8-step model; assessing organizational readiness for change and the role of leadership in change management; building a business case for change and effective methods to communicate change; the stakeholder analysis and engagement and tools to predict and measure effects of proposed changes; developing effective change teams and managing and mitigating resistance; and developing a step-by-step plan for implementing change.

During this interactive course, participants will learn the visual tools to map out the change journey; setting-up metrics and KPIs to monitor progress and impact; adjusting change strategies and ensuring long-term success and integration; the leveraging technology in change management; performing simulations to forecast outcomes and plan more effectively; the advanced stakeholder management techniques; addressing cultural considerations in change management; identifying and mitigating risks associated with change; enhancing leadership skills specific to leading change; developing a personal change management toolkit.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge of change management as a complete guide to the models tools and techniques of organizational change

- Discuss change management models covering Kurt Lewin's change model, ADKAR and Kotter's 8-step model

- Assess organizational readiness for change and identify the role of leadership in change management

- Build a business case for change and apply effective methods to communicate change

- Carryout stakeholder analysis and engagement and the tools to predict and measure effects of proposed changes

- Develop effective change teams, manage and mitigate resistance and develop a step-by-step plan for implementing change

- Use visual tools to map out the change journey as well as set-up metrics and KPIs to monitor progress and impact

- Adjust change strategies, ensure long-term success and integration and discuss the leveraging technology in change management

- Perform simulations to forecast outcomes and plan more effectively and apply advanced stakeholder management techniques

- Address cultural considerations in change management as well as identify and mitigate risks associated with change

- Enhance leadership skills specific to leading change and develop a personal change management toolkit

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of change management as a complete guide to the models tools and techniques of organizational change for change managers, change agents, project managers, program managers, human resources professionals, senior executives and leadership teams, middle managers and team leaders, organizational development practitioners, consultants and advisors.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- ### The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors 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 2018-1 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 2018-1 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 Accreditors 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 Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:

Dr. Chris Le Roux, PhD, MSc, BSc, PMI-PMP, is a **Senior Management Consultant** with over **45 years** of teaching, training and industrial experience. His expertise lies extensively in the areas of **Quality** Management, **Reliability** Fundamentals, **Risk** Management Analysis, **Probability & Statistics**, **Quality Audits**, **Leadership** Skills, **Presentation** Skills, **Communication & Interpersonal** Skills, Effective **Communication & Influencing** Skills, **Quality Improvement & Resource** Optimization, Effective **Business Writing Skills**, **Creative Thinking & Problem-Solving** Techniques, **Emotional Intelligence**, **Writing** Business Documents, **Business Writing** (Memo & Report Writing), **Leadership & Team Building**, Psychology of **Leadership**, **Interpersonal Skills & Teamwork**, **Coaching & Mentoring**, **Innovation & Creativity**, **Office Management & Administration** Skills, Controlling Your **Time & Managing Stress**, **Crisis** Management, Strategic **Human Resources** Management, **Change** Management, **Negotiation** Skills, **Strategic Planning**, **Risk** Analysis & Risk Management, **Contract** Management, **Tender** Development, **Contract** Standards & Laws, **Dispute Resolution & Risk** Identification, Global Diverse & Virtual Teams Operation, Exceeding **Customer** Expectations, **Corporate Governance** Best Practice, **Business Performance** Management & Improvement, Building Environment of **Trust & Commitment**, **Win-Win Negotiation** Strategies, Neuro Linguistic Programming (**NLP**), **Personal Resilience** Developing, Effective Role Modelling & Development, Managing Dynamic Work Environments, Organizational Development, **Career** Management, Situation & Behaviour Analysis, Interpersonal **Motivation** Skills, **Inventory** Management, **Financial** Administration, **Project & Contracts** Management Skills, **Project & Construction** Management, **Project** Planning, Scheduling & Control, **Project** Management, Project Delivery & Governance Framework, **Project** Management Practices, **Project** Management Disciplines, **Project Risk** Management, **Risk** Identification Tools & Techniques, **Project** Life Cycle, **Project Stakeholder** & Governance, **Project Management** Processes, **Project Integration** Management, **Project** Management Plan, **Project Work** Monitoring & Control, **Project Scope** Management, **Project Time** Management, **Project Cost** Management, **Project Quality** Management, **Quality** Assurance, **Project Human Resource** Management and **Project Communications** Management. Further, he is also well-versed in Water Supply System Security, Vulnerability & Terrorism, Integrated Security Systems, Incident Threat Characterization & Analysis, Physical Security Systems, Security Crisis, Security Emergency Plan, Command & Control System, Preventive Actions and Situation Analysis. He was the **Psychologist** & **Project Manager** wherein he was responsible in the project management and private psychology practices.

During his career life, Dr. Le Roux has gained his academic and field experience through his various significant positions and dedication as the **Director**, **Medico Legal Assessor Psychologist**, **Training & Development General Manager**, **Project Manager**, **Account Manager**, **Commercial Sales Manager**, **Manager**, **Sales Engineer**, **Project Specialist**, **Psychology Practitioner**, **Senior HR Consultant**, **Senior Lecturer**, **Senior Consultant/Trainer**, **Business Consultant**, **Assistant Chief Education Specialist**, **ASI Coordinator**, **Part-time Lecturer/Trainer**, **PMP & Scrum Trainer**, **Assessor & Moderator**, **Team Leader**, **Departmental Head**, **Technical Instructor/Qualifying Technician**, **Apprentice Electrician: Signals** and **Part-Time Electrician** from various companies and universities such as the South African Railway (SAR), Department of Education & Culture, **ESKOM**, Logistic Technologies (Pty. Ltd), Human Development: Consulting Psychologies (HDCP) & IFS, Mincon, Eagle Support Africa, Sprout Consulting, UKZN, Grey Campus, Classis Seminars, CBM Training, just to name a few.

Dr. Le Roux has a **PhD** in **Commerce Major** in **Leadership** in **Performance & Change**, a **Master's** degree in **Human Resource Management**, a **Bachelor's** degree (with Honours) in **Industrial Psychology**, a National Higher Diploma and a National Technical Diploma in **Electrical & Mechanical Engineering**. Further, he is a **Certified Project Management Professional** (**PMI-PMP**), a **Certified Scrum Master Trainer** by the VMEdu, a **Certified Instructor/Trainer** and a **Certified Internal Verifier/Assessor/Trainer** by the **Institute of Leadership & Management** (**ILM**). Moreover, he is a **Registered Industrial Psychologist** by the Health Professions Council of South Africa (HPCSA), a **Registered Educator** by the South African Council for Educators (SACE) and a **Registered Facilitator**, **Assessor & Moderator** with Education, Training and Development Practices (ETDP) SETA. He has further delivered numerous trainings, courses, seminars, conferences and workshops globally.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Fee

US$ 6,000 per Delegate. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the workshop for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1:   **Sunday, 16th of February 2025**

0730 – 0800	*Registration & Coffee*
0800 – 0815	*Welcome & Introduction*
0815 – 0830	***PRE-TEST***
0830 – 0930	***Understanding Change Management:*** *Definitions & Significance in the Oil & Gas Industry*
0930 – 0945	*Break*
0945 – 1030	***Overview of Change Management Models:*** *Kurt Lewin's Change Model, ADKAR, & Kotter's 8-Step Model*
1030 – 1130	***Assessing Organizational Readiness for Change:*** *Tools & Techniques for Gauging Preparedness & the Impact of Change*
1130 – 1230	***The Role of Leadership in Change Management:*** *How Leaders can Effectively Champion & Manage Change Initiatives*
1230 - 1245	*Break*
1245 – 1330	***Building a Business Case for Change:*** *Identifying & Articulating the Need for Change*
1330 – 1420	***Interactive Workshop:*** *Analyzing a Recent Change Implemented Within the Company or the Industry*
1420 – 1430	***Recap***
1430	*Lunch & End of Day One*

Day 2:   **Monday, 17th of February 2025**

0730 – 0830	***Communication Strategies in Change Management:*** *Effective Methods to Communicate Change*
0830 – 0930	***Stakeholder Analysis & Engagement:*** *Identifying & Involving Key Stakeholders*

0930 – 0945	Break
0945 – 1100	**Change Impact Analysis:** *Tools to Predict & Measure Effects of Proposed Changes*
1100 – 1230	**Developing Effective Change Teams:** *Roles, Responsibilities, & Formation of Teams*
1230 - 1245	*Break*
1245 – 1330	**Resistance Management:** *Techniques to Manage & Mitigate Resistance*
1330 – 1420	**Case Study Discussion:** *A Real-World Example of a Successful Change Initiative Within the Sector*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Two*

Day 3:   **Tuesday, 18th of February 2025**

0730 – 0830	**Implementation Planning:** *Developing a Step-By-Step Plan for Implementing Change*
0830 – 0930	**Change Roadmapping:** *Visual Tools to Map Out the Change Journey*
0930 – 0945	*Break*
0945 – 1100	**Monitoring & Evaluating Change:** *Setting Up Metrics & KPIs to Monitor Progress & Impact*
1100 – 1230	**Adjusting Change Strategies**: *How to Pivot & Adapt Strategies Mid-Implementation*
1230 - 1245	*Break*
1245 – 1330	**Sustainability of Change:** *Ensuring Long-Term Success & Integration*
1330 – 1420	**Group Activity:** *Participants Develop a Change Implementation Plan Based on a Hypothetical Scenario*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Three*

Day 4:   **Wednesday, 19th of February 2025**

0730 – 0830	**Leveraging Technology in Change Management:** *Digital Tools & Software that Enhance Change Processes*
0830 – 0930	**Change Simulation Models:** *Using Simulations to Forecast Outcomes & Plan More Effectively*
0930 – 0945	*Break*
0945 – 1100	**Advanced Stakeholder Management Techniques**: *Complex Stakeholder Scenarios*
1100 – 1230	**Cultural Considerations in Change Management**: *Addressing Cultural Impacts & Aligning Change with Corporate Culture*
1230 - 1245	*Break*
1245 – 1330	**Risk Management in Change Initiatives:** *Identifying & Mitigating Risks Associated with Change*
1330 – 1420	**Interactive Simulation:** *Running a Change Management Simulation with Real-Time Data & Feedback*
1420 – 1430	**Recap**
1430	*Lunch & End of Day Four*

Day 5:   **Thursday, 20th of February 2025**

0730 – 0830	**Review of Key Concepts & Models:** *a Refresher of the Key Points Covered During the Week*
0830 – 0930	**Leadership & Change Mastery:** *Enhancing Leadership Skills Specific to Leading Change*
0930 – 0945	*Break*

0945 – 1100	**Case Studies of Failed Changes:** *Learning from Past Failures & Understanding Common Pitfalls*
1100 – 1200	**The Future of Change Management in Oil & Gas:** *Trends & Innovations*
1200 - 1215	*Break*
1215 - 1245	**Developing a Personal Change Management Toolkit:** *Participants Compile Tools, Techniques, & Strategies into a Personal Guide*
1245 - 1345	**Closing Workshop:** *Applying Learned Concepts to Outline a Future Change Project in Their Respective Areas*
1345 – 1400	**Course Conclusion**
1400 – 1415	**POST-TEST**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-

Course Coordinator

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