

# CHANGE MANAGEMENT: IMPLEMENTATION AND PEOPLE MANAGEMENT

LEADERSHIP AND MANAGEMENT PORTFOLIO



**CROWN AGENTS**  
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

e: [trainingbookings@crowagents.co.uk](mailto:trainingbookings@crowagents.co.uk)  
t: +44 [0]20 3940 4300

# CHANGE MANAGEMENT: IMPLEMENTATION AND PEOPLE MANAGEMENT

## COURSE OUTLINE

Once a change project has been decided upon, there are many challenges involved in overseeing its implementation, including conflicting stakeholder interests and other environmental pressures.

To ensure the project's success, it is important to have an agile planning process that is responsive to the needs of different stakeholders and to engage with individuals and teams in a way that enables high performance.

This training programme will support you to develop the skills needed to implement change and manage people through the process. It explores how organisations can develop plans to monitor and control progress, how to anticipate and deal with the many people issues that arise in the implementation phase, and how to deliver the benefits of the change project.

**COURSE OBJECTIVES:** On completion, you will be able to:

- Develop agile and responsive project plans
- Recognise, engage and manage individuals who are key stakeholders in the change project
- Improve relationships and facilitate conflict using emotional intelligence
- Facilitate the development of high performing project teams
- Recognise individual needs and adapt leadership behaviour accordingly
- Ensure effective performance management processes and the exchange of constructive feedback
- Embed and evaluate the impacts of change projects

## KEY TOPICS

- Developing plans and schedules
- Monitoring progress

- Responses to change
- Team dynamics and high performing teams
- Conflict management
- Leading with emotional intelligence
- Motivation and influence
- Performance management
- Coaching and constructive feedback
- Tracking, assessing and realising benefits
- Making 'change stick'

This is week two of **The Strategic Change Management Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	11 - 15 November 2024	Dubai

## "ON DEMAND" COURSES



In addition to the scheduled dates shown, we are flexible to schedule additional dates to our calendar in a location of your choice. To ensure we can explore adding an additional date, do aim to contact us with your request with a minimum of 4 months' notice to allow the course to be advertised.

## WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

**"Very insightful training programme, nice learning environment and great learning experience."**

GRACE BOAKYE-DANKWA AKYEAMPONG, Senior Executive Officer, GSS, Ghana.



## FEATURED TRAINER RALPH NAYLOR

A natural facilitator of skills development in leadership, change, innovation and project working, Ralph uses dynamic approaches and real-life situation training to enable delegates to commit to decisions and actions, both personal and organisational.

He has extensive experience working with many organisations in the public, private and third sectors.

Ralph has an MSc in Organisational Behaviour and is a member of The Learning and Performance Institute, Chartered Institute of Personnel Development and the Institute of Leadership and Management.