

THE STRATEGIC CHANGE MANAGEMENT TOOLKIT

LEADERSHIP AND MANAGEMENT PORTFOLIO



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

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THE STRATEGIC CHANGE MANAGEMENT TOOLKIT

COURSE OUTLINE

This two-week programme combines:

Change Management: Planning and Leading Transformational Change	05 days
Change Management: Implementation and People Management	05 days

Organisations, governments and donors often demand change, but most resulting programmes fail. Re-structuring can result in churn and confusion rather than constructive change. Unless people change, little can be achieved in organisations. Real improvement requires individuals who can find new ways of leading, thinking and behaving strategically.

These two courses have been specially selected to help you develop the necessary skills for transformation, enabling participants to manage themselves and lead their teams and organisations through change. You will explore alternative and creative approaches to problem-solving and change management that are suited to an increasingly complex and uncertain world. Through group exercises that simulate real-life experiences of individual and group change, delegates will recognise how they and their colleagues respond to change now, and can improve by choosing different ways of behaving, planning, and managing projects and people to achieve continuous improvement. This course will also use case studies of recent responses to the Coronavirus pandemic to examine how to intervene effectively in complex and fast changing situations.

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

- Learn from real-life scenarios to improve your effectiveness
- Identify the role you play in the organisation and practice alternative responses
- Recognise systems and re-design processes to improve performance and satisfaction
- Diagnose organisation cultures and plan culture change
- Develop change agent and facilitation skills

- Identify how change affects people and how resistance can be harnessed
- Evaluate strategic plans and develop programmes that tackle complex issues
- Identify styles of learning and leading and develop new leadership skills
- Value teamwork and lead teams effectively
- Improve working relationships using emotional intelligence

KEY TOPICS

- Becoming an agent of change
- Designing change projects that improve working practices
- Managing your own and other people's transitions
- Using listening, questioning and dialogue to improve communication
- Engaged and consultative leadership that involves people in change
- Recognising machine, system and political approaches to change

DURATION	FEE	DATE	VENUE
10 days	£4,450	04 - 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.

"The course was educative, helpful and demonstrated impact, knowledge and great transformational change. I am impressed, and grateful to the organisers from Crown Agents."

JENNIFER OFORI APPIAH, Deputy Communications Director, New Patriotic Party, 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.