

MANAGING TRANSFORMATION AND CHANGE

This module develops a working knowledge of change management including an understanding of the processes involved in managing change, the skills required of a successful change manager, the elements of a change management plan and an awareness of what can go wrong, and why.

Topics include:

- Change management models;
- Why some change management programs fail;
- Communicating change;
- Stages of change;
- Role and skills of change managers;
- Understanding resistance to change.