

## CONTINUING EDUCATION

### COURSE OUTLINE – Change Management

**INSTRUCTOR:** Varies

**PHONE:** 780-539-2975

**OFFICE:** M105

**E-MAIL:** ce@gprc.ab.ca

**PREREQUISITE(S):** None

**REQUIRED TEXT/RESOURCE MATERIALS:** Course materials are supplied.

**CALENDAR DESCRIPTION:**

Change is a reality in all aspects of a successful business. The extent and timing of changes in a business are numerous and sometimes unpredictable. Business managers must be prepared to ensure that internally required changes are executed well while being able to constructively deal with untimely external changes. Well-managed change is an important factor in successful future performance.

An elective course in the Management Essentials Certificate Program, this course gives the participant an understanding of the elements of managing change and the tools required for successfully planning for and executing changes within their organization.

**CONTACT HOURS:** 12 hours

**DELIVERY MODE(S):** Face to Face, Video Conference

**TRANSFERABILITY:** N/A

## **GRADING CRITERIA:**

Upon completion of the course, you will receive an Acknowledgement of Course Completion certificate. Upon completion of six elective courses, you will receive the Management Essentials Certificate for the program.

**EVALUATIONS:** Successful completion of a written Evaluation of Learning.

**STUDENT RESPONSIBILITIES:** Attendance and classroom participation.

## **STATEMENT ON PLAGIARISM AND CHEATING:**

Refer to the College Policy on Student Misconduct: Plagiarism and Cheating at [https://www.gprc.ab.ca/files/forms\\_documents/Student\\_Misconduct.pdf](https://www.gprc.ab.ca/files/forms_documents/Student_Misconduct.pdf)

\*\*Note: all Academic and Administrative policies are available at <https://www.gprc.ab.ca/about/administration/policies/>

## **COURSE SCHEDULE/TENTATIVE TIMELINE:**

Dates vary (refer to website for current availability).

## **COURSE CONTENT**

### **Module 1: Getting Started**

- Workshop Objectives
- Importance of Change
- Drivers of Change

### **Module 2: Preparing for Change**

- Defining Your Strategy
- Building the Team

### **Module 3: Identifying the WIFM**

- What's in it for Me?
- Building Support

### **Module 4: Understanding Change**

- Influences on Change
- Common Reactions to Change
- Tools to Help the Change Process

### **Module 5: Leading and Managing the Change**

- Preparing and Planning

- Delegating
- Keep the Lines of Communication Open
- Coping with Pushback

### **Module 6: Gaining Support**

- Gathering Data
- Addressing Concerns and Issues
- Evaluating and Adapting

### **Module 7: Making it All Worthwhile**

- Leading Status Meetings
- Celebrating Successes
- Sharing the Results and Benefits

### **Module 8: Using Appreciative Inquiry**

- The Four Stages
- The Purposes of Appreciative Inquiry
- Examples and Case Studies

### **Module 9: Bringing People to Your Side**

- A Dash of Emotion
- Plenty of Facts

### **Module 10: Building Resiliency**

- What is Resiliency?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

### **Module 11: Building Flexibility**

- What is Flexibility?
- Why is it Important?
- Five Easy Steps for the Leader and the Individual

### **Module 12: Wrapping Up**