

# MONA SCHOOL OF BUSINESS & MANAGEMENT

THE UNIVERSITY OF THE WEST INDIES, Mona

## COURSE OUTLINE

**Programme:** EXECUTIVE EDUCATION

**Course Title:** **Managing Organisational Change: A Practical Approach**

**No. of Hours:** Eighteen (18)

## COURSE OVERVIEW

### Why Change Management?

When your organization, whether it operates in the public or private sector, undertakes to implement various new projects or initiatives to improve its overall performance or seize opportunities, this often require changes; particularly to its processes, job roles, organizational structures and types and uses of new technology.

However, it is actually the employees of such organizations who have to ultimately change, that is, change their attitudes/mindsets, performance standards and how they do their jobs, etc. in order to facilitate the successful attainment of the above organizational outcomes. If these employees are unsuccessful in such personal transitions, if they do not rapidly embrace and learn new ways of working, the initiative will fail. On the other hand, if employees readily embrace and adopt the changes required to effectively execute the new initiatives, it will deliver the expected results.

### What is Change Management?

Change management is therefore a core management discipline and skill that must be proactively used to guide how we engage, prepare, equip, support

and mobilize our employees, so that they can successfully adopt change in order to drive the organizational changes and new strategic outcomes we seek. Change management provides a structured approach for achieving such outcomes.

## **EXPECTED LEARNING OUTCOMES**

At the end of this course you should be able to:

1. Develop an Effective Change Management (Execution) Governance Structure
2. Develop skills used to effectively engage, prepare and mobilize all (managers) and their (direct reports) to generate “BUY IN” within these key groups, before change is rolled out, so that they avidly support and champion the change.
3. Develop the skills and mindset needed to re-build trust between (a) the different tires of management and between (b) management and line staff.
4. Develop the skill to create an enabling environment within the division/department/unit to facilitate the effective execution of change in those areas, before change is rolled out.
5. Develop and use an effective talent management system to ensure that staff have the necessary new skills needed to execute the new projects and change.
6. Develop and use an effective bright ideas system to tap into the wealth of “tacit” operational and customer service knowledge needed to facilitate significant improvements and change within your organization.
7. Develop the skills to know how to effectively monitor & measure the effectiveness of execution and the effectiveness of people change.
8. Develop the skills to motivate staff during periods of high stress generated by the execution of major change.
9. Develop the skills to manage resistance to change at the department /branch level.
10. Develop the skills to problem solve jointly with direct reports to continuously improve quality, customer service and cost-efficiency at the operational level.

**METHODOLOGY:** Use of lectures, two-way interactive discussions, practical methods, and role play to develop participants’ capabilities to effectively lead, manage and execute change to deliver strategic results within the organizations.

**Pre-requisites:** There are no prerequisites.

**CERTIFICATION:** Certificates of achievement will be awarded to those who attend all the sessions and complete all the required assignments.