

change management

fmi course number: ML09

Duration
1 day

.....course overview

Change is driven in the workplace by increasing competitiveness, the rapid pace of technology and customer and stakeholder expectations. Frontline Managers have an active role in fostering this change and stimulating innovation. They have a creative role in ensuring that individuals, the team and the organisation gain from change, and that the customer benefits through improved products and services.

This course will explore interesting and effective practical ways to stimulate people to embrace and enhance change. It will also provide strategies and tools to implement change in the work environment so that people support changes that benefit the organisation. There is a strong focus on what the frontline manager can do to ensure that change is planned and implemented effectively. The need and skills to balance the people aspects of change and the organisational need for improvement is examined. Barriers to change are many and ways to overcome these barriers are identified. The course provides techniques to ensure the sustainability of the organisation before, during and after the change process is implemented.

This practical workshop is stimulating and thought provoking and provides useful strategies to use directly in the workplace to improve performance and results.

.....key content

- The importance of change and innovation
- Change in the organisation
- People and change
- Planning and implementing change
- Communicating change
- Managing risk in change
- Monitoring the effects of change
- Mentoring and coaching people for change



.....what objectives can I achieve?

1. Participate in planning the introduction to change
2. Develop creative and flexible approaches and solutions
3. Manage emerging challenges and opportunities



Who this course is useful for

All managers working at frontline level from team leaders, supervisors, frontline managers, unit or section managers, customer service or sales managers, divisional unit managers.

Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

Assessment

There is no assessment for this course.

Dates and locations

Course Dates: Sydney

For dates please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Time: 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

Fees

For fees please see FMI Public Course Calendar at www.frontlinemanagementinstitute.com.au

Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

Booking

To book, phone +612 9660 0199

Email fmi to find out how we can help you:
fmi@managementcando.com

Contact frontline management institute

Email: fmi@managementcando.com

Web: www.frontlinemanagementinstitute.com.au

Phone +612 9660 0199

Location & Post

Frontline Management Institute
459 Harris St
Ultimo NSW 2007
Australia