Luthando Skills & Training

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An Intensive 3-day Training Course

Leading and Managing Change

Best Practices in Change Management Processes & Communication

Online sessions

Date	Venue	Fees
23-25 Jul 2025	Online	R 8,999

INTRODUCTION

Change is a fact of life in all teams, organizations and countries. The Leadership of change is vital and no matter what activities a Leader or Manager becomes involved in, from strategy implementation to making simple amendments to a work system; all of these activities require change leadership skills. Every time a Leader or Manager makes a decision, some type of change occurs.

This Leading and Managing Change training course focuses on vital area of Leading Change, Organizational Culture and change; Organizational Development (OD) and Work Psychology. It is a unique Management & Leadership training course that provides guidelines on best practice, current 'best-practice' and skills development in organizational change leadership.

This **Luthando Skills** Leading and Managing Change training course is ideal for anyone who need to manage change in their organization.

- The Difference between Change Management and Change Leadership
- The Importance of Communication during Change

- Strategies and Tools for Effective for Change Management
- Managing Employee's Resistance to Change
- The Psychology of Work

TRAINING OBJECTIVES

At the end of this Leading and Managing Change training course, attendees will be able to:

- Understand Human Psychology
- Define what change is and how it impacts on the way people work
- Design a suitable change management model in their workplace
- Identify people's responses to change and explore the reasons why people resist change
- Describe organizational culture
- Develop practical skills in change leadership
- Design and Implement an effective Organizational Development (OD) based on improved performance

TRAINING METHODOLOGY

Participants to this Leading and Managing Change training course will receive a thorough training on the subjects covered by the training course outline with the facilitator utilizing a variety of proven adult learning teaching and facilitation techniques. This Luthando Skills training course is very participatory and experiential. It involves theoretical insight, awareness building and a lot of skill practice in a group setting. The training course methodology includes individual and group activities focused on skill development. Case Studies and presentations will highlight the major teaching features. A variety of practical sessions and group interactions are into this training course.

Organisational Impact

- Practical methodologies that can help improve change management initiatives
- Understand the importance of workplace psychology in change management
- Build a compelling vision for change with all those involved
- Develop best practice to achieve organizational effectiveness
- Apply change leadership principals to achieve successful change initiatives
- Develop a Strategy Focused Organization (SFO) through the Implementation of Change

Personal Impact

From this Leading and Managing Change training course, delegates will:

- Learn the essential ingredients of change leadership
- Develop skills in change management and leadership suitable for any organization
- Learn how to use practical change leadership tools
- Understand the five psychological phases of change management
- Appreciate issues around changing organizational culture
- Learn how to develop and Implement an effective Performance Management System as a result of Change Management

WHO SHOULD ATTEND?

This Leading and Managing Change training course is suitable for a wide range of professionals but will

greatly benefit:

- All Managers and Leaders who wish to enhance their competencies in change management
- All Human Resource (HR) Personnel
- People who are likely to take up managerial positions in the future that will involve managing change
- Engineers and other Technical Professionals moving into Organizational Development (OD) or Business Partner (BP) roles
- Occupational Health & Safety and training staff involved in change management
- Those who received their training in Change Management in past years and need to be brought up to date with best practice in Change Leadership

SEMINAR OUTLINE

Day 1

Understanding Human Psychology and its Impact on Change Management:

- What is Human Psychology?
- Tip of the Iceberg Concept
- Understanding Yourself
- Developing Self-awareness, Trust and Communication
- How Attitudes are formed?
- Motivation at Workplace and What Drives People to be Motivated
- The Key Drivers of Change
- The Need for Change Management

Approaches to Organizational Change:

- Where do you start with Organizational Change?
- Anticipated Reaction to Change
- What are typically the things which are required to Change?
- Define the Scale of Organizational Change
- Approaches to Organizational Change
- Steps required to Implement Change
- How to Sustain Change?
- What is the impact of Appreciative Inquiry on Change Management?
- Organizational Alignment around the Change

Day 2

Change Management and Change Leadership:

- The Five Psychological Phases of Change and their Effective Management
- Difference between Change Management and Change Leadership
- Leadership and Culture in Change Management
- Change Management and Emotional Intelligence impact on Organization Performance
- The Key Components of Emotional Intelligence Link to Leadership
- Emotional Quotient (EQ) vs. Intelligence Quotient (IQ)

Organizational Development (OD):

- What is Organizational Development?
- Introduction to Performance Management Tool Namely the Balanced Scorecard
- Defining Strategy and How to Translate It into Action and Execution
- SWOT and PESTEL Analysis
- Barriers and Success Factors to Strategy Execution – Culture, Leadership and Human Factors
- Building a Strategy Focused Organization (SFO)
- Introduction to Strategy Maps

Day 3

Developing Performance Contracts
Framework and Scoring Mechanism:

- Developing Business Plan Methodology to Achieve the Strategic Direction of the Organization

- Developing and Implementing Performance Contracts Framework between CEO and Functional Managers within the Organization

- Developing a Comprehensive Balanced Scorecard and Scoring Mechanism for your organization using EXCEL

- Training Course Review and Wrap-up