

TAKING CHARGE OF CHANGE

IN-HOUSE TRAINING

WHAT'S INCLUDED

AstroTech Training will provide:

- A detailed manual/workbook and electronic copy of course material
- Professional presentation of the course content, case studies and practical exercises
- One month of free telephonic and e-mail support included
- Certificate of completion
- Delivery of course material *(unless otherwise arranged)*
- Travel and Accommodation for the Facilitator *(if required)*

PLEASE WILL YOU PROVIDE:

- A suitable training venue with data projector
- White Board and/or Flip Chart and markers
- Lunch and refreshments daily

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★ COURSE OVERVIEW

Very few, if any, companies are immune from change these days. Change is usually initiated because businesses have to respond to pressures and constraints to remain competitive. During change there is, however, a danger of productivity plummeting because of morale problems associated with poorly managed change. Therefore equipping you or your team to empathise, support, guide and communicate positively about change may be one of the best investments you could make to grow and sustain your business.

If your company is preparing for change, in the middle of change or even having a hard time recovering from change, then helping your people manage change is essential. AstroTech offers a training programme called "Taking Charge of Change". The course covers the following key topics:

- Defining a change management strategy
- Identifying a change management team
- Preparing a change plan
- Integrating organizational and technology changes into a single change management plan
- Identifying and outlining the change process
- Proactively gaining support for change
- Understanding the role of the sponsor
- How to implement systematic change
- The role of training in change management
- Collecting and analyzing feedback
- Change management best practices
- Effective leadership styles in a change environment
- Managing performance and productivity during the change process
- Knowing the traits of a change leader and how to develop them in yourself
- Recognising how change benefits an organization
- Identifying why employees resist change and managing the resistance
- Gaining commitment for change from your team or the organization
- Developing a strong communication strategy
- Communicating the benefits of change to the organization
- Managing the impact of the grapevine!
- Understanding common emotions experienced by people during change
- Dealing with fear and resistance
- Celebrating change successes

...AND MUCH MORE!



COURSE INFORMATION

★ WHO SHOULD ATTEND

- Managers of organisations undergoing change
- Change management team leaders and members
- Anyone in an organisation which is restructuring, merging or downsizing
- Anyone involved in the management of a project which is set to have a high impact on their organisation
- Anyone else with an interest in better managing change within their organisation

★ TAKE HOME TOOLS

- A detailed manual/workbook and electronic copy of course material
- Notepad & pen
- One month of free telephonic and e-mail support included

★ OUTCOMES

After attending this course attendees should:

- Learn how to approach change management using a structured approach
- Better understand the change management lifecycle
- Get exposure to best practice change management processes
- Be ready and prepared to deal with complex people issues surrounding change management

★ SETA ACCREDITATION

AstroTech Training is accredited as a Training Provider with the Services SETA (No. 3852)

Make sure that you complete your Workplace Skills Plan, and you can claim back the relevant percentage of your Skills Development Levies!

★ LEVEL 2 BBBEE STATUS

Spending with AstroTech counts twice! You can claim 125% of any training spend with us towards your Procurement scorecard, and everything spent with us on training your qualifying staff will count towards your Skills Development target!

★ TERMS & CONDITIONS

- **PAYMENTS:**
Payment terms are **30** (thirty) days from date of course completion. The final invoice will be based on the **confirmed minimum number of delegates** provided as follows:
COURSES INSIDE GAUTENG: At least **SEVEN** working days prior to the course
COURSES OUTSIDE GAUTENG: At least **TEN** working days prior to the course
Absent delegates are charged for.
- **POSTPONEMENTS:**
POSTPONE WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 25% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
Once you have postponed, you **cannot** subsequently **cancel** without being liable for the **FULL** course fee.
A new date convenient to both parties will be agreed upon, however all postponements need to be utilised within **SIX** months of the original scheduled course date.
- **CANCELLATIONS:**
CANCEL WITHOUT COSTS: If you advise us **at least TWO** weeks prior to the course
PAY 50% OF THE COURSE FEE: If you advise us **less than TWO** weeks prior to the course
PAY 100% OF THE COURSE FEE: If you advise us **within ONE** week of the scheduled course
- **PRESENTERS:**
Should it be necessary, AstroTech Training reserves the right to substitute the presenter.
- **VENUE:**
If you have chosen to use the AstroTech Conference Centre as the venue for your training, the terms and conditions specific to Conferencing will be provided separately for your acceptance and signature.
- **COMMUNICATION:**
When a person registers on the AstroTech website, is registered on an AstroTech course or sends an email to AstroTech, that person consents to receiving communications electronically or otherwise from AstroTech and/or its business partners.
- **DISCLAIMER:**
AstroTech Training will not be held responsible for any loss, damage or harm, direct, indirect, consequential or otherwise and howsoever arising that may be caused to any person or property during the providing of any services by AstroTech to the client.