

Managing Change (Levels B & C)



Underpinning Competencies

- Change Orchestration
- Thinking Clearly and Analytically
- Appraising People and Performance
- Making Decisions and Weighing Risk
- Reciprocal Communication

Linked Assessments (where applicable)

- Change Management Effectiveness Profile

You will see in the module that some organisations can plan long-term change, with clear objectives and outcomes. Others have to cope with incremental change, perhaps with less clear outcomes, but even here the change has to be recognised, monitored and planned as a process. If change happens to you as a result of external pressures then you are in the hands of these forces.

As a manager you have to predict, make and manage changes or change will manage you. This is a constant challenge. People find change uncomfortable and threatening, and if you do not manage the process it becomes even more difficult as the pressures build up and reactions set in.

As one saying goes:

“People do not mind change – what they mind is being changed.”

This module will help you understand and apply the principles of change as a means of effectively managing the improvements that you have to make as part of your normal work role.

Objectives

At the end of this module you will be able to:

- collect and analyse information on current services, products and systems, and on potential improvements and developments
- compare accurately the advantages and the disadvantages of current practice and proposed changes, and identify possible obstacles to change
- produce plans and recommendations based on the analysis of the human and organisational impact and the drivers and restrainers of the change
- apply techniques of communication, negotiation and participation to the process of agreeing changes
- monitor and evaluate the effects of change.