PUBLIC AFFAIRS IRELAND

CERTIFICATE IN CHANGE MANAGEMENT

Two-day course
9.30am to 4.30pm, daily

Registration: €1,100

This course is endorsed by the Institute of Leadership Manangement (ILM) and is CPD-approved.

ilm
Approved
Centre

Training can take place in our offices in
25 Mountjoy Sqaure East,
Dublin 1
Check our website for upcoming dates for opening training

or as an in-house within your organisation
This is more practical if you have a large group for training

For more information, or to book:
call us on (01) 819 8500
visit www.pai.ie
or email info@pai.ie

About the course

Managers in the public sector are required to lead and implement significant organisational change to achieve improved productivity, flexibility and cost savings under the Public Service Reform Plan 2014-2016 and the Public Service Stability Agreement 2013-16. These changes, combined with funding and staffing pressures, impact negatively on employee morale and levels of workplace related stress, and managers must find innovative ways to engage and motivate staff to adapt to change in a positive way.

The course comprises 6 modules to be completed over 2 days. It provides a practical and comprehensive learning experience that will develop the critical competencies required for best-practice public sector change management delivery, covering every stage involved – from planning & preparation through communication and engagement with multiple stakeholders, from implementation to managing oneself & others, to measurement and evaluation of change.

Course Objectives

Following the successful completion of the course, participants will have acquired the knowledge and skills required to better lead and manage organisational change. Each module provides a comprehensive set of tools and techniques for each individual competency along with strategies and guidelines for applying them successfully. You will learn how to:

· Understand the context and forces for change in their organisation and how to address these.
· Increase success in leading and delivering change by adopting a systematic approach to change management, through the use of practical management models and principles.
· Understand and manage resistance to change.
· Apply a range of change management techniques to change in their own organisation.
· Manage relationships and negotiate change with key stakeholder groups.
· Manage and motivate people to buy in to and achieve change.
· Plan and measure performance during the change process.
· Develop and support change management structures and teams.
· Motivate yourself to stay committed & resilient during change.

Who should attend

The course will be of significant benefit, from a practical and professional development perspective, to managers who are responsible for facilitating the planning and delivery of change within their own organisation or across a range of organisations and to staff working in HR Departments.

Certification and Assessment

Participants' attainment of the learning outcomes are assessed in two parts: 1) completion of a questionnaire at the end of day 2 (based on the course content); and 2) evaluation of participants' application of learning from the course to a change process in their organisation

This course is endorsed by the Institute of Leadership and Management (ILM). Upon the successful completion of the course, including all three assessment elements, participants will be granted an ILM Endorsed Award.

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CHANGE MANAGEMENT
ILM CERTIFICATE

Programme, day one

1. Understanding the Context for Change

- Understanding the environment – SWOT analysis
- Identifying forces for and against change

2. Understanding and applying Models of Change Management

- Change Models and Principles – Theory and Practice
- Exploration of participant change projects
- Understanding Organisational Culture
- Understanding and managing resistance to change

3. Managing Personal Effectiveness

- Understanding and developing personal effectiveness
- Adapting to change at a personal level
- Understanding and applying your approach to managing conflict

Programme, day two

4. Managing Relationships

- Managing Key Relationships
- How to Negotiate successful change
- Applying your conflict style to managing relationships

5. Managing People

- IR/Employee Relations
- HR policies and Procedures
- Understanding and preventing workplace related stress
- understanding staff motivation

6. Managing and Evaluating Successful Change

- Application of change models and techniques to real-life work projects – participant presentations
- How to develop and implement a change management project plan
- Learning from change – tools and techniques