

Managing Change

Managing Change covers the typical effects that change events can have on individuals and organizations. This course will teach students strategies for demonstrating change leadership. Through honing communication skills and applying them to a four-step change communication process, students will be prepared to manage the effects of the change. Throughout the course, students will have several opportunities to observe effective and ineffective change communication techniques. These examples are set in real-world change scenarios and offer solutions that can be applied immediately in the workplace.

Price	\$130 Nonmembers / \$95 Members
Course Credits	AIB: 0.25 ; ICB: 0
Prerequisites	None
Required Software	None
Optional Software	Adobe Acrobat Reader and RealPlayer

Audience

Any employee who is leading a group in a changing environment.

Learning Objectives

After completing this course, students will be able to:

- Distinguish between change and transition
- Identify seven typical effects of change
- Describe the primary reactions employees have to change events
- Examine the three stages of change
- Identify possible reactions to each stage of change
- Identify the seven strategies to demonstrate change leadership
- Identify the influence and action you can take in change situations
- Describe the key elements of effective communication
- Identify the four steps to communicating change effectively
- Describe the impact of the four-step communication approach on a change event