



## Innovation & Adaptability

# PEOPLE CHANGE MANAGEMENT (LEVEL 4)

Course Reference Number : TGS-2019503873 | Synchronous E-Learning | Valid from 27/1/2020 - 7/8/2023

## INTRODUCTION

This 2-day (16 hour) programme is designed to provide the participants with the skillsets to facilitate innovation at the workplace, manage implementation of change strategies and processes and monitor and evaluate impact of change on team leaders. Through practical examples and role play, the participants will be equipped with the essential skillsets and mindset to effectively facilitate innovation and lead team leaders to implement change.

## KEY COMPETENCIES

The programme focuses on three core competencies of leadership:

- Facilitate innovation at the workplace
- Manage the implementation of change strategies and processes
- Monitor and evaluate impact of change on team leaders

## TARGET AUDIENCE

Department Manager, Manager and High Potential Executive

## COURSE OUTLINE

### FRIGHT, FLIGHT OR FIGHT

- Introduction to Change
- Entering the VUCA world
- How to manage VUCA
- Innovation
- Importance of service innovation
- Facets of change management in an organization
- Organisational policies and procedures regarding change management

### WORK WITH THE BIG PICTURE IN MIND

- What is Systems Thinking?
- Systems thinking tools
- Tacit vs. Explicit Knowledge
- Learning Organisation
- Factors contributing to change
- Kotter's 8-Step Change Management Theory
- Prosci's Change Management Theory
- Recognising and addressing feelings when managing change
- Competencies to respond positively to change
- Behaviours and systems supporting/limiting effectiveness of change
- Roles in implementing change management strategies
- How to keep abreast of change management systems



### MANAGING CHANGE PROCESSES WITH CARE

- Learning from change management strategies
- Methods and tools for data analysis
- Qualitative and quantitative data
- Data analysis methods
- Support enterprising behavior and risk taking

### COURSE FEES & FUNDING DETAILS

Full Course Fee : \$650.00 (GST \$45.50)

*\* All course fees are subject to prevailing GST based on full course fee*

**From 1st Jan 2022, Absentee Payroll will be adjusted to \$4.50 per trainee-hour, capped at \$100,000 per year**

Funding Categories	Course Fee after Subsidy
Small Medium Enterprise (SMEs)	\$240.50
Non-SMEs	\$370.50
S'pore Citizen aged 40 & above, Long Term Visit Pass Plus Holder, working in Non-SMEs	\$240.50
Self-Sponsored Singaporeans aged 40 & above, Long Term Visit Pass Plus Holder,	\$240.50
Self-Sponsored Singaporeans aged below 40 & PRs	\$370.50
Foreigners	\$695.50

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