



Change management

Mercuri International

Program overview

Change management

Objectives

Learn how to successfully guide the change process.

What you will learn

There are typically 4 phases each member of your team could go through during a process of change: status quo, avoidance, confusion, and insight. You will learn how to guide your team to the « insight » phase as soon as possible, and help them eliminate the barriers they encounter to a successful and pleasant change process for everyone involved.

Audience

New managers as well as experienced managers who want to improve or refresh their leadership skills

Duration

1:30h of digital learning

Delivery format

Also in combination with face-to-face or virtual classroom

Content overview

1

The 4 phases of change

- Learn more about the 4 phases of change that people have to face during a change process: status quo, avoidance, confusion, insight

2

Leading change

- Find out if you would be able to help your team successfully go through the cycle of change with this scenario

3

Tips to navigate the 4 phases of change

- Review the 4 phases of change and their main characteristics, plus some tips on how to best deal with each one of them

4

Barriers to change

- Learn how to overcome the different factors that can affect your team during change, acting as a barrier and preventing them to effectively implement the desired change

5

Reflection point


- Reflect and come up with new ideas on how to prepare your team to successfully face the change process

6

Success factors in change management

- Review a set of guidelines that can serve as an overview of the different aspects that should be taken into account to varying degrees in a change process

Learning path

 Also available including face-to-face or virtual sessions along the path



Welcome



Poll



Video



Practice scenario



Pdf summary



Checklist



Open question



Digital module



Final quiz



Path certification



Grow your people
Grow your business