

## **WSQ PEOPLE CHANGE MANAGEMENT**

(Formerly known as Facilitate Innovation and Lead Team Leaders to Implement Change)

**Duration: 16 hours**

### **Learning Objectives:**

At the end of the course, learners will be able to:

- Identify legal and ethical considerations relating to change management
- Use organisational policies and procedures relating to the change management
- Use relevant professional or industry codes of practice and standards relating to change management
- Describe the key concepts, importance and characteristics of a learning organisation that supports the development of individuals within the team and work environment
- Identify opportunities for growth or improvement based on current achievements
- Support enterprising behaviour and risk taking among team leaders by modelling enterprising behaviours and rewarding innovation to encourage desired behaviours
- Differentiate between the attributes of positive and negative risks
- Apply theories and principles of change management
- Assign roles and responsibilities to implement change strategies and processes
- Work with team leaders to anticipate and plan for predictable consequences of change by applying systems thinking
- Identify systems and behaviours that may support or limit implementation activities to facilitate implementation
- Demonstrate empathy by acknowledging and addressing the feelings and perspectives of team leaders arising from the impact of change implementation to ensure individual needs are addressed
- Identify competencies to help individuals and teams to respond positively to change
- Keep abreast of change management systems and processes by subscribing to diverse learning channels and participating in peer discussion platforms to enhance own knowledge for workplace application
- Analyse data and feedback from team leaders to establish trends and identify actions and resources required to ensure change processes generate required benefits
- Develop and review systems to share learnings from change implementation processes to guide future actions for improvement

## **Course Overview**

### **Chapter 1: Innovation and Change**

- 1.1 Introduction of change and innovation
- 1.2 Forces for change
- 1.3 Considerations Prior to Introduce Change

### **Chapter 2: Foster an Innovative Change Culture**

- 2.1 Create a learning organisation
- 2.2 Encourage a Culture of Innovation
- 2.3 Change Management Models
- 2.4 Collaborate with Stakeholders
- 2.5 Overcome Resistance to Change
- 2.6 Communicate plan for change implementation

### **Chapter 3: Monitor and Evaluate Change**

- 3.1 Monitor Change
- 3.2 Evaluate Change

## **Target Audience**

The course applies to all sectors and targets change agents currently in management roles or aspiring leaders which include but not limited to Team Leaders, high potential Executives, Department Managers, Manager, Senior Managers, Assistant Directors and Deputy Directors.

## **Assumed Skills, Knowledge and Attitude**

Learners are assumed to be able to:

- Communicate to staff and colleagues effectively about information and ideas
- Solve problems to achieve optimal result in business units
- Collect, analyse and organise information to review data critically
- Plan and organise resources and activities to complete work activities within specific timeframes

## **WPLN levels**

Learners are assumed to be able to demonstrate:

- English listening and speaking skills at a level equivalent to ES Literacy Level 5
- English reading and writing skills at a level equivalent to ES Literacy Level 5
- Numeracy skills at a level equivalent to ES Literacy Level 5

## **Required years of experience**

Learners should have at least one year of working experience in any industry