
***ORGB 101: Understanding Change** *(formerly ORGB 218)*

Length: 14 hours

Managing change is an organizational imperative. Your organization will be challenged still further by sharp economic swings, new competitive pressures, globalization of the marketplace, and continued reshaping of the business world. As we head into the future without a roadmap, we must develop the skills and mindset to be victorious over change; not the victim of change. This course will help you become more fully aware of the kind of change we are experiencing, develop the ability to be innovative and more creative, understand the cycle of change, overcome resistance to change, and survive as a change agent.

Module 1: The Impact of Change

- Articulate the impact (rate and amount) of change on individual and organizational performance.
- Recognize and anticipate drivers of change.
- Define key terms relevant to change in order to recognize various types of change, roles of change partners, and reactions or responses to change.

Module 2: Building Competencies to Lead Change

- Understand the seven laws of organizational change.
- Recognize the three phases of change and have a good idea of how to respond in each.
- Recognize the relationship between individual traits and change.

Module 3: Using Templates for Successful Organizational Change

- Apply the alphabet soup of change.
- Create a communications strategy.

Module 4: Helping People through Transition

- Be familiar with strategies for handling feedback and managing resistance.
- Identify the qualities of organizations that thrive in periods of stress.
- Conduct a review of the change management project to determine success.