



UNIVERSITY OF
KWAZULU-NATAL™
INYUVESI
YAKWAZULU-NATALI

**EXTENDED
LEARNING**



Change Management for Results



OUR WORLD IS CHANGING... SHOULDN'T YOU?

Change Management for Results

PROGRAMME OVERVIEW & OBJECTIVES

Change Management enables organisations to control the installation of new processes to improve the realisation of business results. These processes involve devising change initiatives, generating organisational buy-in, implementing the initiatives as seamlessly as possible and creating an achievable model for building continued success with future change initiatives. The course will increase the propensity for success of people and organisations, highlighting pitfalls and challenges likely to occur and laying out a strategy for mitigating risks and monitoring progress.

How you will benefit. You will learn to:

- Understand the global context and the need for transformation and effective change management
- Hone your knowledge and skills around change management
- Understand the theoretical principles which guide change
- Understand the process involved to bring about meaningful change
- Develop a change management strategy and process for an organisation

Key focus areas:

- Results Focus: Maintaining a goal-oriented mindset by establishing clear, non-negotiable goals and designing incentives to ensure goals are met
- Identifying and overcoming challenges and barriers to change: companies identify employees most impacted and also work to predict, measure and manage the risk of change
- Communicating to employees: In times of change, leaders alter communication frequency and methods to manage how a workforce perceives and reacts to information
- Ensuring sponsorship throughout the organisation
- Reorganising around decision making: Developing a system for identifying, making and executing the most important decisions
- Continuously monitoring progress: Following through and monitoring the progress of each change initiative to tell if it is following the intended path or veering off course
- Implementing major strategic initiatives to adapt to changes in markets, customer preferences, technologies or the competition's strategic plans
- Aligning and focusing an organisation when going through a major turnaround
- Implementing new process initiatives
- Addressing deeper aspects critical to the success of the intended change process, including values, ethics and culture of the organisation

Who should attend:

- HR and organisation development professionals across all sectors
- Line managers responsible for change management strategy and processes in companies
- Executives who need to learn more about the 'art and science' of change management

Facilitators include:



Les Owen is a Management Consultant and Training Facilitator, specialising in Business Management, Negotiations and Conflict Resolution. He practices as a professional Negotiator, Mediator and Arbitrator and facilitates Black Economic Empowerment ownership.

Les is also a part time lecturer at UKZN's Graduate School of Business on the MBA Programme and is an arbitrator with the Association for Dispute Resolution and Tokiso. He is one of 10 part-time Senior Commissioners with the CCMA in Durban and is regarded as a specialist in negotiation and persuasion skills.



Dayalan Govender holds a wide range of both nationally and internationally recognised qualifications in the areas of Human Resource Development, Change Management as well as in other management & leadership related disciplines. He has worked on a range of Change Management, Management & Leadership and Capacity Building projects over the last 18 years in both the private and public sector. He is currently an Associate Director within the Advisory

Division of PricewaterhouseCoopers (PwC), where he heads up the People & Change Competency in the KZN practice. Dayalan is registered as a Master HR professional with the South African Board for Personnel Practice (SABPP). He has served as the KZN branch chairman of the Institute of People Management (IPM) during 2008-2010, before going on to serve on the National Board of Directors during 2010 – 2012. Dayalan currently also serves as a part time lecturer & moderator on the UKZN – MBA programme, with the special focus being on Organisational behaviour and Change Management.

Entrance requirements:

Matric or relevant work experience

NQF level:

Estimated at NQF level 5 on the National Qualifications Framework (NQF)

Programme fee:

The course fee of R10 395 (incl. VAT) covers tuition, instruction material, and refreshments (IPM members qualify for a 30% discount)

Duration:

Three days (08:00 – 16:00)

Contact:

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