

# Workshop & Trainer Profile

## Driving successful change

This course introduces managers to a range of change management practices, techniques and tools that ensure your change is successful. It will provide you with the opportunity to explore your own change situations, and also practice using a selection of practical change tools and techniques specifically designed to support your implementation of strategic change within your organization.

### Objectives

- Identify the types of change that occur in organizations
- Identify the main components that are involved in planning change
- Appreciate the range of issues and complexities involved in change management
- Understand the main responsibilities when leading staff through periods of change
- Recognize the main barriers to change and establish how change can impact managers and staff
- Create strategies for overcoming resistance to change
- Engage others to build their commitment to the required change
- Use a series of tools and techniques to analyze, introduce and monitor change

### Topics / Modules

- I. The need for change
  - a. Enhance your ability to identify the strategic rationale for change within the organisation
  - b. Understand the nature of change from strategic, local and personal levels
- II. Creating the right conditions for successful change
  - a. Learn how your organisation's culture can impact on change
  - b. The importance of understanding the framework that will help implement change
  - c. Use stakeholder mapping to appreciate who will be affected by the change and what action to take
- III. Decide on a suitable change approach
  - a. Use the change cycle to maximise your success
  - b. Uncover the enablers and constraints within your change – tools and techniques
  - c. Build trusting relationships – the techniques
- IV. Select the appropriate tactic for implementation
  - a. Use the change curve to overcome individual barriers to change
  - b. Choose the best managing style for every aspect of change – Directive, Facilitative, Collaborative
  - c. Change start points: top-down, bottom-up or pilot sites
  - d. Agreeing change targets and objectives
  - e. Clarify the role of leaders and other change agents
  - f. Identify the skills and qualities of effective change agents
  - g. Prepare motivational communication plans
- V. Monitor progress and maintain momentum
  - a. How to use appropriate measures to monitor and review the progress and results of change
  - b. Identify the techniques that drive change forward and avoiding a return to the past

**Duration:** 6 hours

**Venue:** In-house or off-site

## Your Trainers

### Pierre DESVAUX

Fellow of Chartered Institute of Personnel and Development – Leeds University – England, and an MQA registered trainer for Leadership and Coaching.

Pierre has designed and delivered leadership development strategy and interventions in local and international brands like Ford Motor Company, British Gas International, Eclasia Group, ABC Group, and MUA amongst others.

He brings a rich experience in the field of Learning and Development, having served as Head of Training, Leadership Development and Talent Management in several international organizations. Today, Pierre runs his own HR Consulting company serving Mauritius and the East Africa.

### Ashish KHATRY

A results-driven senior manager with 12+ years of experience in creating and implementing programs to improve business operations. He is adept at building recruiting, selection and retention business strategies, perform organizational diagnostics and provide recommendations for improvement. He is also highly skilled in preparing for restructuring, downsizing, change management, morale and retention.

In his current role at Adecco, Ashish also intervenes as a course designer, facilitator for Management and Leadership workshops, as well as consultant to find solutions to real life business problems at clients' end.

Ashish has served in start-ups as well as multinationals in leadership roles (Valldata, TNT, Accenture, Starwood, Marriott, and now Adecco). He holds a BSc (Hons) in Internet Systems and is reading for an MBA in Innovation & Leadership. Also, he is a **certified Black Belt in Lean Six Sigma**, and MQA approved trainer in Management.

### Jennifer Webb de Comarmond

Jennifer has more than 12 years' experience in the HR field and is known for her public appearances and speeches about "Future of Work" and "Millennials in the Workplace". Her training expertise range from topics such as Leadership, PMS, TNA and HR consulting amongst others.

Jennifer was recently a TEDxALC speaker where her knowledge about integrating millennials in the workplace has proven to be a unique asset on the local market. She is also an active member of Business Mauritius on the social capital commission.

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