

Making Change Works for You



Decide with Confidence

Never before has the external and internal environments in which organizations operate been subject to such rapid and constant change. Factors such as uncertain and turbulent economic conditions, fierce international competition, and rapid developments in new technology create an increasingly volatile environment. All levels of supervision will have to be proactive in coping with these changes, which will affect the very culture and structure of the organization. In order to survive, the organization must be readily adaptable and responsive to change. However despite the potential positive outcomes, change is often resisted at both the personal and organizational level. This workshop seeks to explain the need for change and to give participants the practical skills to handle successfully the change process.

Learning Outcomes:

- To Identify and Understand the Benefits of Change
- To Identify and List the Obstacles to Change
- To Recognise Change as an Opportunity
- To Develop a Positive and Open Mindset to Respond to Change in the Workplace

Module 1 : To Identify and Understand the Benefits of Change

1.1 What is Change Management?

- Types of Change
- Pace of Change
- Depth of Change
- Factors Driving Change – Internal and External
- Speed of Change
- Implementation of Change
- The Dimensions of Change

Activities

- Change in Singapore
- Change in MINDEF
- Good and Bad Experiences of Managing Change

1.2 Benefits of Change

- Survival
- Enhanced Opportunities
- Development
- Growth

Module 2 : To Identify and List the Obstacles to Change

2.1 Dealing With Resistance

- Established Mindsets
- Preference for the Comfort Zone
- Fear of Change
- Dealing with Resistance to Change
- Personal Change Styles
- Organisational Change styles
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2.2 Methods of Change

- Evolution
- Synthesis
- Revolution
- Reapplication
- Changing Direction

2.3 Exploring Change - A Typical Model of Change

- The Real Life Forces of Change – The Video Story
- The Change Cycle

- Denial, Resistance, Exploration and Commitment
- Mastering Change – Becoming More Proactive

2.4 Exploring the Impossible - Myths About Change and Innovation

- Every Problem Has only One Solution (Or One Right Answer)
- The Best Answer /Solution/Method has already Been Found
- Creative Answers are Complex Technologically
- Ideas Either Come or they Don't

2.5 The Video Story – The Challenge of Change

- Denying Change
- Resistance to Change
- Exploring Change
- Mastering Change – Part 2

Module 3 : To Recognise Change as an Opportunity

- An Appreciation of the Various Change Management Models
- The Principles Underlying the Delivery of Change
- Change Levers for Action
- Obtaining Participation
- Moving Forward Through Change

Module 4 : To Develop a Positive and Open Mindset to Respond to Change in the Workplace

4.1 Change and Working With a Positive and Open Mindset

- Developing Curiosity
- Be Prepared to Challenge
- Develop Constructive Discontent
- Believe that Most Problems Can be Solved
- The Ability to Suspend Judgment and Criticism
- Seeing Good in the Bad
- Problems Lead to Improvements
- A Problem can be a Solution
- Problems are Interesting and Emotionally Acceptable

4.2 Developing a Change Culture:

- Workplace Culture and Social Trends

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- Identify Appropriate Leadership Styles which Develop a Change Culture
- Gaining Commitment for Change

- Identify the Opportunities for Personal Improvement

Activity

- Develop a Proposal for the Implementation of Changes Within Own Span of Control

4.3 Taking Personal Responsibility for Change:

- Recognise the Need for Personal Change

Close, Review and Evaluation

ABOUT THE TRAINER – Mr CHRIS FENNEY

Chris Fenney has more than 30 years experience in training and management development, gained in demanding yet sophisticated commercial organizations both in Europe and the U.S.A., where a high premium has always been placed on optimizing human resources and improving performance.

His corporate experience has been gained at every level, including Director and Vice President appointments, across a range of sectors including manufacturing, service, retail and leisure.

He has extensive knowledge and experience of working with multi-cultural groups having been based in Singapore for over 6 years and delivered training programmes throughout South East Asia in many different countries including Malaysia, Indonesia, Sri Lanka and the Philippines.

With his many years experience as a HR Director, Chris specializes in all aspects of the development of human resources to support and meet business objectives. Chris has delivered training and management development programmes to a wide range of clients in both the private and public sector with consistently successful feedback and results. Some of his clients include Samsung, Panasonic, Gemplus, Pacific Internet, Translink, BAT, Mindef, Housing & Development Board, Central Provident Fund Board, Singapore Prison, Singapore Police, Land Transport Authority etc.

His style is dynamic, hands on and his enthusiasm is highly infectious creating a relaxed, humorous yet highly effective learning environment.

Chris has a first degree in Social Science with his subsequent Masters in Management Learning and Development gained from the prestigious and internationally recognized Management and Learning Centre at Lancaster University in the U.K.

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Date: 25 January 2008, 9am – 5pm
Venue: Grand Park Plaza Hotel, City Hall

Fee: [] S\$380 for D&B Subscriber [] S\$420 for Non-subscriber
(Includes materials, refreshments and lunch)

EARLY BIRD – Fax in your registration before 24 December 07 to receive a 10% off usual fee
Or, GROUP SAVINGS – Send 2 or more participants to enjoy a 10% off usual fee

Fax the completed registration form to 6318 7832

Participant Profile

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Email: _____ **(DID):** _____

Name 2: _____ **Designation:** _____

Email: _____ **(DID):** _____

Name 3: _____ **Designation:** _____

Email: _____ **(DID):** _____

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