

Managing Change in A Post-Covid Environment

Duration: 5 Days

Language: en

Course Code: MG2-116

Objective

Upon completion of this course, participants will be able to:

- Understand the impact of Covid-19 on your own business.
- Identify potential concerns or single points of failure left behind by rapid change.
- Implement a solid and structured change process.
- Assess changes and use analytics to report on successes.
- Review change, except where there are issues and place amendments where required.

- Communicate change with your workforce to gain buy-in and negotiate with requirements where needed.
- Align team targets with new company goals.
- Evaluate the needs of your workforce and assess FTE requirements based on homeworking models.

Audience

This course is suitable for anyone managing or planning change within the workplace as a reaction to Coronavirus. It would be particularly suitable for:

- Directors.
- Business Owners.
- Operations Managers.
- Planning Managers.
- Data Analysts.
- Supervisors.
- Team Leaders.
- Aspiring Managers.

Training Methodology

This course supports a range of adult learning styles using project planning group sessions, discussion groups, and trainer-led seminars. Using real-life case studies, you can compare experiences with like-minded people and assess a way forward.
The course will give you access to tools and recommended strategies for implementing procedures to seamlessly transition your business into a more modern working model.

Summary

The COVID-19 pandemic has had a massive effect on businesses globally. Many businesses have had to make drastic changes in their operations to remain profitable, while others have switched to a fully working-from-home model to support their opening hours while staff are isolating.
Many of the changes have positively impacted processes and profits, and we've learned a

wealth of lessons after reacting to government guidelines. The questions now are how these changes can be integrated into a fundamental business plan and how the changes will affect the employees who are the backbone of the business.
In the rapidly changing economic climate, it's essential that organisations look to the future and predict coming changes to ensure income security. They will also need to consider provisions for people remaining in a homeworking environment or the safety of returning to the office. Some employees may require flexibility as their work-life balance could be affected by changes in employment procedures, and this could leave employers in a difficult position if staff don't buy into the change.

Course Content & Outline

Section 1: Covid-19 Impacts And Adjustments

- What has COVID-19 changed about the economy?
- The effect of Covid on employees.
- Lessons learned and fixes implemented.
- Crisis handling - how did you do?
- The benefits of working from home.

Section 2: Recovering From Covid

- Pulling the workforce back into the office.
- Assessing automation vs. people-fronted customer service.
- Service resilience and future-proofing.
- Reactivity vs. proactivity.
- Returning to the 'new normal.'

Section 3: Your Customers Requirements

- What went well throughout Covid?
- Are your customers happy with your service?
- How can you make your service more accessible?
- How to communicate changes to your customers.

Section 4: Offering Employee Support

- Supporting mental health in the workplace and at home.
- DSE assessments and why they are important.
- Flexible working requirements.
- A hybrid working strategy.
- Handling resistance to change.
- The psychology of change.

Section 5: Managing Remotely

- Getting the most out of team meetings.
- Virtual learning and training exercises.
- Performance managing and reporting from a distance.
- Health and safety requirements of remote employment.
- Smart targets and adherence.
- Sickness and absence levels change with homeworking.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Human Resources Management (HRM), Management & Leadership

Tags

Covid-19, Change, covid, Post-Covid, Support

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