

Change & Complexity Management

Duration: 5 Days

Language: en

Course Code: MG2-165

Objective

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

- Define change and complexity management.
- Understand the importance of change and complexity management.
- Utilise techniques and methods to reduce complexity within the workplace.
- Assess the skills necessary to simplify processes and systems.
- Understand how complex systems can reduce productivity and make functions inaccessible to employees.
- Maintain business functions without increasing complexity.
- Be flexible and swiftly adjust to unfamiliar situations.
- Develop the ability to cope in times of business crisis.
- Create new strategies for change and implement them smoothly.

Audience

This course is designed for anyone in a leadership or management position who wishes to develop their knowledge and skills in change and complexity management. It would be most beneficial for:

- Senior Executives
- Business Owners
- Business Analysts
- Regional Managers
- Operations Managers
- IT Professionals
- Sales/Marketing/Commercial Supervisors
- Quality Assurance personnel
- Planning and Strategy Managers
- Project Managers

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review case studies of established leaders, their approach to change management, and how they dealt with complexity and crisis to highlight what key factors led to their success.
They will be supplied with all the necessary tools to conduct learning exercises and further develop their knowledge. Participants can create their own action plans for change management through presentations, seminars, and role-playing activities. Furthermore, they will also partake in an exercise where they must manage and resolve a crisis relating to their

change management plans.

Summary

In the modern world, businesses' functionality has evolved greatly to compensate for economic challenges. To face these challenges and not fall behind, a leader must have an incredible focus on change and complexity management.
Change management is the process of innovation, planning, and implementing new processes within an organisation. This process requires a lot of skill to be done correctly, including strong communication, decision-making, measurement, and analysis. Change management may be led by a single person, but requires a dedicated team to be successful. A leader must be competent at managing their teams and establishing precisely what is wanted and needed to ensure changes are implemented smoothly.
For change management to be effective, a leader must be prepared to handle complex challenges and problems. A level head is required to navigate and resolve issues effectively. Complexity management is also intertwined with change management, with the idea that change processes should be simpler and less complex than the previous process.

Course Content & Outline

Section 1: Introduction to Leadership

- New versus traditional leadership.
- Understanding of leadership within an organisation.
- Defining leadership, change, and complexity management.
- The principles of Occam’s Razor.
- The fundamentals of agile leadership.
- VUCA World: Volatility, Uncertainty, Complexity and Ambiguity.

Section 2: An Innovation Mindset

- Understand the mental processes for solving problems.
- Developing techniques for stress reduction in times of crisis.
- Following a solution-focused approach for dynamic situations.
- The power of visualisation to focus on thoughts and actions.
- Assess how innovation aims to make business processes as simple as possible.

Section 3: Complexity to Change

- Develop active listening skills.
- Asking the correct questions to gain clarity.
- The importance of communication for innovation.

- Making action plans detailing goals, aims and objectives aligned with business values.
- Conduct risk assessments to evaluate the potential risks of change.
- Create solutions and preventatives for potential risks.
- Provide multiple effective communication channels so all necessary parties gain a comprehensive understanding.
- Evaluate methods of change management models – ADKAR, Nudge Theory, McKinsey 7-S model.

Section 4: Leading Teams Through Complexity

- Providing specific, clear and concise instructions to teams.
- Delegating tasks regarding employees' specific strengths.
- Identify the purpose of RACI – Responsible, accountable, consulted and informed.
- Offer further clarity of roles using RACI.
- Utilise Six Sigma and Kaizen techniques for team empowerment.
- Analyse employees' performance and provide coaching to those falling behind.

Section 5: Modern Solutions

- The virtual workplace.
- How the process of change management has rapidly evolved.
- The advancement of technology in relation to problem-solving.
- The implementation of AI within organisations.

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, Quality & Productivity

Tags

Leadership, Management, modern, Change, Complexity

Related Articles



Mastering the Essentials of Organisational Change Management

Learn the science behind Organisational Change Management and its significance in adapting to external market forces and leadership shifts. Explore key steps and valuable resources to implement change effectively.

YouTube Video

https://www.youtube.com/embed/N5iYzckamiY?si=yjw65g7geE069juT