

9

MANAGING CHANGE IN A DYNAMIC ENVIRONMENT	Duration: 1 day
Workshop Purpose	The business world today is constantly changing, at an increasing pace. There are external causes of change which seem less within one's control, for example, political, economic, social and technological changes. Internal causes of change, however, seem to be more within people's own realm of control. High performance is based upon the constant adaption to changing circumstances. This involves retaining what is functional, but adapting to new situations.
Competency Outputs	This module covers topics related to change and provides skills & tools to assist supervisors when dealing with change on a day-to- day basis, as follows: <ul style="list-style-type: none"> a. Organisational culture and its impact on change b. Linking change to the business strategy c. Initiating and leading change : the role as champion and manager d. Communicating change and delivering difficult messages e. Gaining commitment to change and/or dealing with resistance f. Encouraging change, creativity and innovation
Methodology	<ul style="list-style-type: none"> • Individual and group exercises • Role plays • Application project to ensure transfer from workshop to workplace.