



## **UNIX Trainers & Consultants**

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### **Skills Enhancement on Culture & Change Management in Organizations**

#### **Course Overview:**

This important Culture & Change Management training course focuses on vital areas of modern Human Resource Management HRM. It is a unique seminar that addresses core HR issues in a critical and evaluative way. This course also provides a theoretical background, guidelines on best practices, and skills development in organizational development processes, all from an HR perspective.

#### **Course Objectives:**

**At the end of this course, the participants will be able to:**

- Design a suitable change management model in their workplace
- Understand organizational culture
- Identifying change management practices that may be culture-bound
- Develop practical skills in Organisational Development (OD)
- Understand performance management in a multicultural environment
- Understand Strategic HRM approaches (SHRM)
- Describe best practices in working with employees with problems
- Prioritize HR activities and identify what produces value
- Take action to maximize manpower
- Have compiled an action plan that will produce significant organizational savings
- Master the new HR strategic model
- Master how to do predictive forecasting
- Reduce the cost and significantly improve the efficiency of succession planning
- Master business process reengineering and be able to apply the techniques both in HR and in other areas of the business
- Explain to others the 10 key areas where the Human resource can be significantly improved
- Implement change that will have a visible benefit to the organization
- Update their professional skills to be ahead in HR thinking and abilities
- Explain to others the new integrated HR concept and how it will add value to any business in either the public or private sector
- Adopt a common and auditable approach throughout HR
- Provide the organization with a much more business approach to HR management
- Operate a common strategic model and approach using the HR two-stage model

## **Course Content:**

### **Topic 1: Understanding Human Psychology and Its Impact on Change Management:**

- What is Human Psychology?
- Tip of the Iceberg Concept
- Understanding Yourself
- Developing Self-awareness, Trust, and Communication
- How Attitudes are formed?
- Motivation at the Workplace and What Drives People to Be Motivated
- The Key Drivers of Change
- The Need for Change Management

### **Topic 2: Approaches to Organizational Change:**

- Where do you start with Organizational Change?
- Anticipated Reaction to Change
- What are typically the things, which are required to Change?
- Define the Scale of Organizational Change
- Approaches to Organizational Change
- Steps Required to Implement Change
- How to Sustain Change?
- What is the impact of Appreciative Inquiry on Change Management?
- Organizational Alignment around the Change

### **Topic 3: Change Management and Change Leadership:**

- The Five Psychological Phases of Change and Their Effective Management
- Difference between Change Management and Change Leadership
- Leadership and Culture in Change Management
- Change Management and Emotional Intelligence Impact on Organization Performance
- The Key Components of Emotional Intelligence Link to Leadership
- Emotional Quotient (EQ) vs. Intelligence Quotient (IQ)

### **Topic 4: Organizational Development (OD)**

- What is Organizational Development?
- Introduction to Performance Management Tool Namely the Balanced Scorecard
- Defining Strategy and How to Translate It into Action and Execution
- SWOT and PESTEL Analysis
- Barriers and Success Factors to Strategy Execution – Culture, Leadership and Human Factors
- Building a Strategy Focused Organisation (SFO)
- Introduction to Strategy Maps

### **Topic 5: Developing Performance Contracts Framework and Scoring Mechanism:**

- Developing Business Plan Methodology to Achieve the Strategic Direction of the Organization
- Developing and Implementing Performance Contracts Framework between the CEO and Functional Managers within the Organization

- Developing a Comprehensive Balanced Scorecard and Scoring Mechanism for your organization using EXCEL

### **Topic 6: HR as the Strategic Partner:**

- The New Strategic Process for HR
- The 10 input checklist for Strategic HR
- The Role of creativity in HR Strategy
- How to translate Strategy into action – the value of Strategic Action Plans
- HR's Role in Matrix Management and measuring results
- Review "Can the human resource be improved at no extra cost?". Ten areas where a real difference can be made

### **Topic 7: Making HR Effective - 10 Decisive Actions to Make a Difference:**

- The new shape of HR
- The internal structure needed for tomorrow's successful HR departments
- Does the benefit apply to HR?
- Manpower Planning – use of Manpower Projective Techniques
- Maximizing organizational structures to enhance productivity – how downsizing and right-sizing work
- Understanding the new ratios for supervisors and managers

### **Topic 8: New Look at Advances in Recruitment, Training, and Techniques to Maximise Human Performance:**

- Recruitment – The new approach to recruitment processes
- How testing and profiling can make a real efficiency difference
- How to improve the questioning process using the latest in behavioural techniques
- Tips and techniques used by interviewing professionals
- Professional interviewing in practice
- Training – The new training efficiency model
- Techniques to determine which training provides value to the organization
- How to evaluate training
- Valuing and costing training and the use of a prioritizing system to get outstanding value from the training budget (specialist handout)
- Maximizing efficiency through pay and rewards
- Concepts of value using the new talent model
- Two major improvements in efficiency – the use of differentiation and bonus schemes

### **Topic 9: New Performance and Value Approaches to Performance, Competence, Appraisal, and Succession Planning:**

- Understanding Performance - Setting organizational performance standards
- Need for predictive forecasting
- Paying for performance
- Understanding how competencies are structured and how to realistically measure them
- Performance appraisal – understanding the cost of the appraisal and how to improve it
- Techniques to improve appraisal techniques and to maximize the value of training
- The new approach – new results
- Software needed
- 5 Succession Plans – what is the organisational value of PDPs?

- The three approaches to targeted succession planning

### **Topic 10: Business Process Re-Engineering and How to Measure the Return On Investment on HR Activities:**

- BPR - Understand the immense value Business Process Re-engineering offers
- What is BPR?
- IBM and Levis Case Study
- How to do BPR?
- Creating and measuring value from HR
- Practical examples
- The HR ROI formula

### **Targeted Groups:**

- Top Management
- HR Management
- HR Staff
- Managers & Head Of Departments
- Persons who want to get new skills and knowledge to improve their career
- Professionals and Supervisors who wish to enhance their competencies in change management
- Those who received their training in past years and need to be brought up to date with best practices in Change Management
- Those who have joined an HR or Personnel Department in the past few years but who have no formal HR Training
- HRM personnel who need to stay up-to-date on current practices and trends in change management and organizational development
- Anyone involved in HRM at all levels
- Those who would benefit from an understanding of the HR role and function.