

<b>Concepts and Principles of Change Management</b>			
<b>Introduction</b>			
On completion of this programme learners will be able to understand concepts and principles of change management and how to apply these principles when implementing new systems.			<b>SAIOSH – 2 CPD Credits</b>
<b>QCTO Aligned Knowledge Module /Topic</b>	KM-03-KT09	<b>Certification</b>	If competent a certificate will be issued.
<b>Target group:</b>	<ul style="list-style-type: none"> <li>➤ Management, Supervisors, Team Leaders</li> <li>➤ SHE Officers</li> <li>➤ SHEQ Committee Members / Chairperson</li> <li>➤ Nominated and Appointed S Representatives</li> <li>➤ Employees</li> </ul>	<b>Entry Level Requirements:</b>	Relevant work experience or an appropriate NQF level 4 qualification. (The technical work content is not covered in this programme). Learners need to acquire the required technical skills, knowledge and experience through gaining work experience or qualifications in related technical occupations. Each industry will prescribe the technical requirements relevant to that industry

### Course Outline

**Concepts and principles of change management and how to apply these principles when implementing new systems. Defining change and providing reasons why the implementation of changes in an organisation must be managed as well as the factors affecting the health and safety behaviour of industrial workers**

- The life cycle of change initiatives:
  - Rebirth
  - Growth
  - Maturity
  - Renewal/Stagnation/Decline

**Explain the typical responses of people to change and how they impact on the effectiveness of implementing changes in organisations**

- Balancing Stability and Change
- Understanding and Managing Resistance Terrorists and Champions
- Reactions to Change Series
- How change impact on the effectiveness of implementing changes in organisations.
- Lower Morale
- Lessened Efficiency
- Disruptive Work Environment

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**Describing a typical change management process and give examples of what must be done to help people understand and accept change.**

- Definition of Change Management
- Examples of Change Management
- Key elements in successful Change Management

**Examples of the use of change management in relation to occupational health and safety issues.**

- Reorganization or re-engineering
- Downsizing of the workforce
- Attrition and ageing of the workforce
- Outsourcing of critical services under contract
- Changes affecting the competence or performance of other organizations providing critical services under contract (e.g. equipment design, process control software, hazard and risk assessment)
- Loss of skills, knowledge or attitudes as a result of the above