

Drive strategic
change into business
results through
change management
processes,
tools and skills



Building Change Management Capability

TWO-DAY WORKSHOP

7-8 February 2012 • Johannesburg
14-15 February 2012 • Cape Town

ENDORSED BY

 HUMAN CAPITAL REVIEW

Information

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**KNOWLEDGE
RESOURCES**

www.kr.co.za

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Overview (why you need this)

The only constant is change. Globalisation, privatisation, mergers and acquisitions, outsourcing, cost cutting are just some of the change drivers encompassing organisations today, in addition to rapid innovations in technology and higher levels of competition. Organisations, be they profit making, non profit making or social organisations are changing their structures, systems, resources and management strategies to adapt to changing business environments. Thus, effective change management is crucial to any organisation's ability to survive and thrive; good change management is a key driver of success.

However, most change management programs fail, at significant cost to corporate reputation, financial performance, goodwill, customers and stakeholders. This is the alarming reality and finding of numerous recent global research studies (McKinsey Global Survey Results 2008, IBM Global Making Change Work Study 2008). Studies have also revealed a strong positive correlation between effective change management practices and benefit realisation. According to Prosci's 2009 Edition of "Best Practices in Change Management", change projects that include effective change management are five times more likely to meet objectives and achieve business results.

Outcomes (what you will get)

This comprehensive and practically focused workshop is designed to enable change team members to successfully lead their organisations through incremental and transformational change by equipping them with the critical skills and frameworks for the successful management of people change as, organisations do not change, people do.

Change team members will be able to build and customise change management plans for sponsorship, mobilisation, communication and best practice to maximise the collective benefits for all involved in the change, and minimise the risk of the implementation failure, by successfully dealing with the people side of change, not just the business side.

Approach (how you will learn)

The workshop is practical, relevant and highly interactive. The focus is on sustainable change in mindset, skills and behaviours. There is a good blend of information sharing with personal reflection, assessments, practice sessions, case studies and identification of application opportunities back at work. Learning and discussions are encouraged with feedback and coaching from the facilitators. Workbooks are provided with tools and activities for on-going learning.

Outline (what you will learn)

Module 1 Imperatives for Change	Module 2 Stakeholder Management	Module 3 Capacity for Change	Module 4 Mobilising for Change	Module 5 Sustaining the Change
Business Imperative <ul style="list-style-type: none"> Compelling reason & vision for the change Business Case Impact of Change <ul style="list-style-type: none"> Change impact assessment Behaviour change Employee relations issues HR integration issues Leadership Vision & Commitment <ul style="list-style-type: none"> Leadership alignment Vision, values, culture & strategy Project governance & budget 	Stakeholder Identification <ul style="list-style-type: none"> Stakeholder Identification Change principles and key messages Change Influencers <ul style="list-style-type: none"> Role and Identification of change influencers Readiness Assessment <ul style="list-style-type: none"> Change readiness options Focus interviews, focus groups & surveys 	Change Leaders Team Development <ul style="list-style-type: none"> Change leaders team development Change Agent Capacity Building <ul style="list-style-type: none"> Change agent capacity building Processes, skills, tools for change Change Plans, Roles, Resources <ul style="list-style-type: none"> High level change plan activity timeline Quick wins plan Risk plan 	Emotional Impact of Change <ul style="list-style-type: none"> Emotional cycle of change Personal empowerment (victim to victor) Managing Culture & Resistance <ul style="list-style-type: none"> Identifying resistance and blockers Culture & alignment Mobilisation and Communication <ul style="list-style-type: none"> Mobilisation and communication options & plans 	Skills Transfer & Empowerment <ul style="list-style-type: none"> Empowerment through leadership structures, performance & reward Measure Progress <ul style="list-style-type: none"> Monitoring and reporting Performance management aligned to strategic plan Surveys Consolidation & Enabling Action <ul style="list-style-type: none"> Strategic review Integration into business processes Consequence management



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Target Audience

Change management team members and leaders from all disciplines and levels within the organisation, HRD, OD and HR Specialists.



Catalyst Consulting

is an established consulting business with a successful track record over 12 years in the design and implementation of organisation wide strategic change and transformation journeys, leadership development, coaching and mentoring, high performance teams, talent management, change management and culture transformation journeys.

Catalyst has consulted to leading organisations in Southern Africa, Asia, China and America. Recent interventions have included Transnet, Buckman Laboratories, Accenture, Engen and Development Bank of SA.

SETA accreditation

Many of our delegates enquire after our accreditation status. There is a misguided opinion that organisations can only claim their levies back if they use accredited training providers only. This is not entirely correct. In the Government Gazette (No.20865 of 7 February 2000), it clearly states that the Skills Development Levies Act provides for recovery of a levy payment based on the submission of Workplace Skills Plans (WSPs), Workplace Skills Implementation Plans (WSIPs), and the submission of the names of Skills Development Facilitators (SDFs), and not on the basis of making use of accredited providers or NQF-aligned training and development events only.

About the facilitator



Andrew Harding Consultant

Andrew has 30 years of experience in numerous middle and senior management positions in both operational and people management roles. Andrew is an independent consultant specialising in business improvement, world class manufacturing (WCM), organisational development, competency management and change management. This includes training, coaching and empowerment of front line employees, teams and supervisors for measurable business improvements. He has worked for and consulted to large corporations such as Gencor, SAB, ABI, BHP Billiton, Lonmin, Coca Cola, Clover Dairies, both locally and internationally. Andrew has project managed large Organisational Development projects including restructuring and re-skilling operations to meet World Class Standards, HR functional integration into line and HR restructuring to build HR as a value adding business partner. He has also been involved in many systems integrations. Andrew has an uncanny ability to solve difficult and complex problems in a practical and consultative manner. He is passionate about empowering and developing people at all levels and generously shares his knowledge and expertise. He is also a founder and facilitator of World Alive offering personal empowerment programmes.

About Knowledge Resources

Our focus is to bring you high-quality conferences, seminars and skills-building workshops that will add value in terms of knowledge and skills. The aim is to provide extremely good value for the time and money clients have invested.

Our expertise lies in knowledge about the various disciplines within business and management as well as the knowledge needs of the tertiary, public and private sectors. Event topics are carefully selected to cater for South African needs, without discarding international standards.

Our event titles are researched, practical and case study-related, ensuring we bring our clients up-to-the-minute information, at the same time providing first-rate networking opportunities with leading business colleagues and executives. We surpass on providing our clients with a business knowledge experience!

Travel on the GAUTRAIN from O.R. Tambo to the venue



The Gautrain system provides a safe, comfortable and reliable transport service between O.R. Tambo International Airport and the Sandton CBD.

The Gautrain system includes:

- Drop-off and parking facilities at all stations (except ORTIA)
- A dedicated bus system operating to and from Sandton and Rhodesfield stations. Additional routes will be opened later.

Visit WWW.GAUTRAIN.CO.ZA for more information, routes and timetables

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Registration

Registration fee

R 8 490.00

The above registration fee includes VAT, lunch and refreshments, parking and workshop material

Terms and Conditions

Please note: Payment must be received before the event takes place. Knowledge Resources reserves the right to refuse admission where evidence of payment cannot be shown.

CONFIRMATION OF BOOKING

Please note: If you have not received confirmation in writing, of your booking before the event, please contact us on 011 880 8540 to confirm that we have received your registration.

SOMETHING HAS COME UP AND I CANNOT ATTEND

If you cannot make it to the event, you have several options (the below options need to be received in writing):

- You may send a substitute delegate in your place, please inform the Customer Care Department of the new name for registration purposes. No additional charges will be applicable for substitutions
- You may transfer at no extra charge to another event, provided you do so in writing at least 10 working days before the event. Transfers within the 10 working days will be charged an administration fee of 20%
- You may cancel your registration, in writing, up to 10 working days before the event takes place. Cancellations inside of 10 days will be liable for the full fee
- Unfortunately, no refund or credit can be given to delegates who do not attend without giving prior notice
- Registrations received during the 10 working days before the event date, will not be excluded from any terms & conditions

In the event of unforeseen circumstances Knowledge Resources reserves the right to change the programme content, the speakers, the venue or the date. You will be notified no less than 5 working days prior to an event. Should the event be postponed, you will have the option to attend the next available date of the relevant event. The registration fee will be credited on delegate accounts, should they opt not to attend the next available date of the relevant event or in the case where an event is cancelled.

PAYMENT

- Cheques should be made payable to Knowledge Resources (Pty)Ltd. Please do not mail any cheques.
- Electronic Transfer or Direct Deposit into our bank account, validated by faxed copy of transaction slip
Nedbank Cresta
Account No.: 1913164489
Branch Code: 191305
FAX: 011 880 8700

Please note: Payment must be received by no later than 15:00 the day before the first morning of the event.

KNOWLEDGE RESOURCES

Crous Knowledge Resources Pty Ltd T/A Knowledge Resources
Ground Floor, The Mews, 173 Oxford Road, Rosebank, 2196
Company Reg. No. 1991/000853/07

Special Offer

- Register 3 delegates and the 4th delegate attends free of charge!
- Special discount for registered NPO's, small businesses (30 or less employees) & full-time lecturers at universities/colleges/schools – contact us for more information!

Registration Methods

- Register online GO TO www.kr.co.za
- Phone Nkosi Nxumalo on 011 880-8540
- Fax completed registration form to 011 880-8700 / 9829
- Email completed form to nkosi@knowres.co.za

Once payment has been made please fax through proof of payment with the event's name written in the top right-hand corner

Booking made by

Phone Email

Date Signature

By signing this registration form, the delegates agree to the enclosed terms and conditions

DELEGATE 1

Name Title

Designation

Phone Fax

Cellular Email

Company

Company VAT Number

Postal Address

Postal Code

Dietary Requirements

DELEGATE 2

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

DELEGATE 3

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

DELEGATE 4

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

DELEGATE 5

Name

Title

Designation

Cellular

Fax

Email

Dietary Requirements

CREDIT CARD PAYMENT

Card Holders Visa / Master Amex Diners Mark appropriate box Expiry Date

Card No. CCV No.

Amount (All prices include VAT)

Date Signature