

EMBRACING AND DRIVING CHANGE TO SUCCESS

~Lead your organization through changes! Only through changes, we create exceptional differences and achieve success in the fiercely competitive market~

In a rapidly changing business environment, organizations must adapt and continuously adjust to ensure their survival and growth. As a manager, you understand the importance of this, but you may struggle with:

- ✦ Creating a positive and inclusive work environment that encourages and supports organizational change, and engages employees in the change process
- ✦ Analyzing and assessing risks associated with changes, and implementing appropriate measures to mitigate potential negative impacts
- ✦ Setting clear goals, developing comprehensive plans, and effectively coordinating your team to successfully implement and navigate through the change process

Enroll in the course to gain the knowledge, practical tools, and essential skills needed to establish a collaborative and supportive environment, facilitating a smooth and effective change implementation.

CONTENT

Part 1: Developing change awareness

- ◆ Understanding the current social and economic situation: VUCA (Volatility - Uncertainty - Complexity - Ambiguity)
- ◆ Importance of change
- ◆ Proactive approach vs. Reactive approach to change
- ◆ Misconceptions about change
- ◆ Scopes of change
- ◆ Common theories and philosophies on change management
- ◆ Assessing individual's adaptability to change (multiple-choice test)

Part 2: Change implementation process

- ◆ Framework for change management: Understanding and Execution
- ◆ 5A Model of change management (Aware - Accept - Actions - Aware)
- ◆ Analyzing case studies and generating application ideas for the company's scenarios

Part 3: Understanding, evaluating, and effectively managing resistance to change

- ◆ Individual change => Influencing others' change => Group/Organizational change
- ◆ Identifying issues and challenges inherent in change (technical aspects)
- ◆ Identifying issues and challenges with stakeholders - supportive and resistance factors
- ◆ Creating a problem-solution matrix
- ◆ Analyzing the root causes of change resistance and determining the optimal solutions

Part 4: Communication, negotiation, and influencing skills for leading change

- ◆ Communication skills
- ◆ Communication for motivation and positive impact
- ◆ Direct and assertive communication
- ◆ Communication for handling resistance (EPM: Empathy – Pinpoint – Move forward)
- ◆ Conflict resolution and negotiation skills
- ◆ 6 principles of influencing skills

Part 5: Summary and Action Plan

※The above content is subject to change without prior notices



OBJECTIVES



- ➔ Develop a mindset and awareness of the current issues & motivation for change
- ➔ Acknowledge – comprehend – and apply change-implementation process effectively & proactively
- ➔ Cultivate a positive attitude towards organizational change requirements (strategies)
- ➔ Possess communication skills to motivate and influence employees and stakeholders during the change process
- ➔ Enhance the ability to negotiate and handle resistance and conflicts encountered during change implementation

TARGET



- Staff Middle-Management
- First-line Management Top-Management

METHOD



30% theory, 70% practice through group discussions, presentations, case studies, role-playing, games, etc.



HCM HEAD OFFICE

Nam Giao Building 1, 261-263 Phan Xich Long, Cau Kieu Ward, HCM

HANOI REPRESENTATIVE OFFICE

Sao Mai Building, No.19 Le Van Luong St., Thanh Xuan Ward, Hanoi