

## Management Development Program > Short Course

# Effective Change Management

*"A large amount  
of very interesting,  
well-structured  
information."*

*Participant feedback*

### Venue

Executive Education Unit

The University of Adelaide  
7th Floor  
10 Pulteney Street  
Adelaide

### Date

Thurs 15 - Fri 16 Oct, 2009

### Time

9am - 5pm  
(Light lunches provided)

### Cost

\$1,250 per person GST-free  
(Group and Earlybird  
discounts available)

### Customisation

This program can be  
tailored to meet the needs  
of your organisation.  
Phone Andrew Stevens  
on (08) 8303 5703

### Essential skills for the successful implementation of change initiatives

As the pace of change in corporate Australia accelerates, effective change agents are increasingly sought-after. Organisations rely on people who can lead and inspire others to implement initiatives smoothly and successfully.

Change management is an essential skill for anyone in a management role. Being a strong and effective leader means being an effective change agent.

This two-day management development workshop will explore change from three interrelated perspectives:

1. The individual - how and why people respond or react to change.
2. The organisation - how change initiatives are formulated and implemented within the organisation in response to strategic objectives and environmental influences.
3. The change agent and their role in organisations. This includes assessment of the kind of change that is happening and what skills are needed to lead or facilitate change.

The focus will be on the key skills involved in managing change. These skills revolve around communication, conflict resolution, negotiation, team skills, networking and process skills.

You will gain insights into the reasons why people resist change and you will learn how to apply simple, but powerful interpersonal influencing techniques to overcome that resistance. You will acquire confidence in your ability to manage change constructively to achieve desired performance outcomes.

In short, this program will help you become a better, more highly skilled and resourceful change agent.

### Program objectives

Managers and professionals are involved in managing change every day, yet are not always equipped with the necessary knowledge and skills to achieve the best outcome for themselves and their organisation.

The main challenges of leading and managing change typically do not lie with the hardware - new systems, structures, or technologies. The main challenges concern the human aspects - the *liveware*. From simple structural adjustments to major organisational transformations, the key issues have to do with building support, winning commitment, minimising or overcoming resistance, and managing conflict.

The aims of this workshop are to:

- Review trends and developments in the field of change management.
- Explore why textbook guidelines for managing change are so difficult to apply in practice, and what to do about it.
- Identify attributes of the effective change agent and invite participants to consider the strengths and limitations of their own change leadership expertise.
- Consider tactics for dealing with organisational politics, which can become more significant in the context of change.
- Apply methods, techniques and ideas to specific change projects in which participants may be currently involved.

### Stimulating, interactive learning

The workshop will be practical, informal and participative, providing a rich, stimulating learning experience. Lois Whittall's interactive teaching style uses a variety of methods to involve participants, including lecture input, diagnostic and self-assessment, group work and case studies.

### Who should attend

This program is designed for managers, team leaders, professionals and others who are, or may become, responsible for leading, driving and implementing organisational changes, projects, initiatives or programs. The key tools, techniques and concepts have application for both large and small change initiatives.

### Contact

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amanda.bramwell@adelaide.edu.au

[www.adelaide.edu.au/professions/execed](http://www.adelaide.edu.au/professions/execed)

Life Impact The University of Adelaide

## Group discounts

The fee for one or two participants is \$1,250 per person. For bookings of three, however, a discounted total fee of \$3,187 is offered – a reduction of 15% per person. And for five, a total fee of \$5,000 is offered – a reduction of 20% per person.

## Earlybird discount

For registrations **with payment** received no later than 28 days prior to commencement of the program, a discount of 10% applies as per the following table:

	1 person	3 people	5 people
<b>Earlybird Fee</b>	<b>\$1,125</b>	<b>\$2,868</b>	<b>\$4,500</b>
<b>Earlybird Saving</b>	<b>\$125</b>	<b>\$319</b>	<b>\$500</b>
<b>Standard Group Fee</b>	<b>\$1,250</b>	<b>\$3,187</b>	<b>\$5,000</b>

Please note that this program is GST-free.

*For more information on this or any other MDP Short Course, call Amanda Bramwell on (08) 8303 3268 or e-mail [amanda.bramwell@adelaide.edu.au](mailto:amanda.bramwell@adelaide.edu.au)*

## Cancellations and deferrals

If written notification of cancellation or deferral is received no less than three weeks prior to the program start date, the full fee will be refunded. If notification is received between four days and three weeks prior to the program start date, a 25% fee will apply. If notification is received less than four working days prior to the program start date, the full fee will be forfeited.

If the intended participant is unable to attend, a suitable substitute will be accepted right up to the morning of the program with no financial penalty.

## Accommodation (optional)

While this program is non-residential, there are a number of hotels within walking distance should you require accommodation. Please contact Amanda Bramwell through the channels listed below for further information.

## The presenter

**Lois Whittall**  
BA Hons (Liverpool),  
MBA (Adel), FCMA



Lois has a background in Organisational Development, Finance and Human Resource Management. She has worked in a variety of public and private sector senior management and consulting roles in the UK, Australia and South East Asia.

Lois teaches Fundamentals of Leadership, Human Resource Management, the Management of Change and Managerial Leadership in the Business School's MBA in Adelaide, Singapore and Hong Kong, and has designed and delivered Leadership Development programs for a number of global companies.

She is currently undertaking doctoral studies in the area of Organisational Development and Human Resource Management.

*"Lois was a very good facilitator - friendly, clear and she engaged every individual."*

*Participant feedback*

## Registration Form and Tax Invoice Upon completion of this form, including the relevant payment, this form will become a Tax Invoice. ABN 61 249 878 937

# Effective Change Management: Thurs 15 - Fri 16 October, 2009

**YES I/we would like to enhance my/our change management skills.**

Please accept the following registration(s) at this MDP:

Number of people attending:  Amount payable (GST-free): \$

Name:   
title first name last name

Position:

Organisation:

Postal Address:

Postcode:

Phone:  Fax:

E-mail:

My organisation is:  Government  Non-Government

### Method of payment

**Cheque** (please make payable to The University of Adelaide) and forward with a copy of THIS registration form to Amanda Bramwell at the address below.

**Debit my:**  Mastercard  Visa  Amex

Card No.:

Cardholder's Name:

Signature:  Expiry date:

I would prefer not to receive promotional material regarding future programs offered by the Executive Education Unit.

### Now mail or fax to:

**Amanda Bramwell**  
**Executive Education Unit**  
**The University of Adelaide, SA 5005.**  
**Fax: (08) 8303 6140.**