

## About the Course

The Professional Academy Diploma in Change Management will help you create environments where change is seen as a positive benefit to all. Supporting teams with empathy and optimism, change agents are increasingly focusing on workforce adoption levels and engagement metrics. In this course, you will learn about tried and tested change models and how to apply them. The journey begins introspectively, understanding what it means to be a leader of change, and moves to leading others and successfully applying proven change models.

The course is suitable for those who have responsibility, participate in, or aspire to drive change in an organisation. This may include change agents, such as HR managers and project managers rolling out new initiatives, managers, supervisors, section heads, business owners and entrepreneurs or anyone aspiring for promotion to a management role.

## Learning Outcomes:

By the end of this course, learners will be able to:

- Discuss the theoretical underpinnings of managing change: its causes, effects and impacts, and their effects interpersonally
- Demonstrate a clear understanding of a range of change management models, and apply them to real-life contexts.
- Outline a range of effective strategies for managing change in real-life context and in relation to a range of stakeholders
- Summarise key learning points
- Demonstrate a commitment to professional development

## Course Structure

- **Live Online Part-time:** One evening per week; 6:30pm to 9:30pm for 5 weeks

## Course Breakdown

Module	Overview	Topics/Area Covered
1. Leading Change: Theory & Practice	Discover various change management models. Understand and manage the emotions that can present at different points of the change journey. Identify practical and useful strategies for implementing various change models.	<ul style="list-style-type: none"> <li>● Understanding the change curve</li> <li>● The process of transition</li> <li>● Lewin's change model</li> <li>● Kotter's 8 step theory</li> </ul>
2. Leading Myself	Learn about the concept of leadership, particularly in relation to self-development. Gain insights into developing your leadership capability through self-awareness, strategies for building resilience, and improving your communication.	<ul style="list-style-type: none"> <li>● Leader and manager</li> <li>● Practical steps for self-development</li> <li>● The Johari Window</li> <li>● Effective communication</li> <li>● Strategies to improve and build resilience</li> </ul>

3. Leading Others	Understand the importance of your role as a people manager. Learn strategies to develop your leadership capabilities in order to successfully connect, engage, and lead people through change.	<ul style="list-style-type: none"> <li>● Your role as a people manager</li> <li>● ‘Kitchen table discussions’</li> <li>● The five forces for high performance</li> <li>● Identifying and engaging stakeholders</li> <li>● The power of perspective</li> </ul>
4. Common Barriers to Change	Explore common barriers to change and some of the reasons organisations and individuals resist it. Learn the importance of employee engagement and strategies to support people throughout the change journey.	<ul style="list-style-type: none"> <li>● Resistance and barriers to change</li> <li>● Change models</li> <li>● Overcoming resistance and barriers</li> <li>● Planning change using ADKAR</li> <li>● Reframing</li> </ul>
5. Embedding Change	Identify factors necessary for successful change. Learn the traits of transformational leaders, examine the building blocks of mindset and behavioural change, and identify practical transition management activities for implementation.	<ul style="list-style-type: none"> <li>● Success factors</li> <li>● Managing the transition</li> <li>● Tips for effective change</li> <li>● Common pitfalls</li> <li>● McKinsey’s influence model</li> </ul>

### Course Assessment

Assessed Component	Weighting	Deadline
Action Learning Log	40%	Week 5
Written Assignment (approx. 3000 words)	60%	2 weeks after course completion

The Action Learning Log will demonstrate the continuity of reflection throughout the course, by completing a separate AL Log worksheet for each of the main topics (average 250 words per worksheet). The full set of worksheets will be combined into an Action Learning Log, which will be submitted at the end of the course for grading.

The Written Assignment should be written at the conclusion of the course, once all sessions have been completed. The goal of the assignment is to apply the learner’s knowledge of course concepts, models, tools and practices in their own context to demonstrate course learning outcomes.