

# THE CHANGE MANAGEMENT

COURSE CODE : CM  
 DATES : SEPTEMBER 26 – 28, 2017  
 DURATION : 3 DAYS | DUBAI, UAE

## Course Objectives

- ◆ To provide delegates with the knowledge and confidence to manage change within their organizations
- ◆ To understand the pressures and opportunities of change and how people react differently to it
- ◆ To allow delegates to initiate, anticipate, and respond positively to the change process
- ◆ To manage and overcome resistance to change

## Who Should Attend?

This programme is designed for senior managers, managers and other personnel who are currently responsible for managing change within their organization.

## About the Programme

The programme covers all the fundamentals required to manage the process of change, so that it is as smooth and effective as possible.

## Programme Contents

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| <ul style="list-style-type: none"> <li>◆ Understanding Change                             <ul style="list-style-type: none"> <li>● What Changes Are Coming?</li> <li>● Generation Y, Technology, Working Conditions, Etc.</li> <li>● Theories Of Change</li> <li>● Categorizing Types Of Change</li> <li>● The Phases Of Change</li> </ul> </li> <li>◆ Managing During Change                             <ul style="list-style-type: none"> <li>● Impact Of Change</li> <li>● Stages Of Transition</li> <li>● The Psychological Stages Of Change                                     <ul style="list-style-type: none"> <li>○ Shock</li> <li>○ Resistance</li> <li>○ Rejection</li> <li>○ Resolution</li> <li>○ Acceptance</li> <li>○ Integration</li> <li>○ 'Buy-In'</li> </ul> </li> </ul> </li> </ul> | <ul style="list-style-type: none"> <li>● Developing Anticipatory Change</li> <li>● The Roles Involved In Change</li> <li>● The ADKAR Model &amp; Its Application</li> <li>● Potential Problems</li> <li>● Action Planning</li> <li>◆ Overcoming Resistance To Change</li> <li>◆ Change &amp; You                             <ul style="list-style-type: none"> <li>● The 'Nature Of Change' Pattern</li> <li>● Communicating Change</li> <li>● Applying Change Communication To Your Team</li> </ul> </li> <li>◆ The Change Manager's Checklist</li> <li>◆ The Eight Step Process Of Successful Change</li> <li>◆ Skills Of The 'Change Agent'</li> </ul> |
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## What You Will Gain

A comprehensive knowledge of the skills and techniques required to manage change successfully. You will understand the dynamics of this much misunderstood, and often feared, process.

## PERSONAL DETAILS

Please print clearly or attach business card:

1) **Name :** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

2) **Name :** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

3) **Name :** \_\_\_\_\_

Position: \_\_\_\_\_

Email: \_\_\_\_\_

Company: \_\_\_\_\_

Department: \_\_\_\_\_

Address \_\_\_\_\_

Postcode: \_\_\_\_\_ Country: \_\_\_\_\_

Tel : \_\_\_\_\_ Fax : \_\_\_\_\_

Nature of Business \_\_\_\_\_

Company Size:  1-9  10-24  25-49  50-99

100-249  250-499  500-999  1000+

## SPONSOR

We wish to register this delegate for the course indicated above. We undertake to pay for the period of the program (please print clearly)

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## REGISTRATION COURSE FEES

### CHANGE MANAGEMENT

- US\$ 1,950 per delegate

- I would like information on holding this program in house

**We can bring this course in house directly to your workplace!**  
**Customized Training Programs**

The in-house training of Advanced Studies and Training Center

Tel: +971 4 221 1141; Email: [info@astcdubai.com](mailto:info@astcdubai.com)

## DISCLAIMER

ASTC reserves the right to change or cancel any part of its published programs or teaching facility due to unforeseen circumstances

## HOTEL BOOKING

If you required assistance with booking accommodation for one of our courses, please contact our staff on the following numbers:

Tel: +971-4-2211141, Fax: +971-4-2211848 or Email us on [info@astcdubai.com](mailto:info@astcdubai.com)

## TRAINING COURSE

### CHANGE MANAGEMENT

- September 26 - 28, 2016**

In order to guarantee a place on the course delegates are kindly requested to register at least 4 weeks in advance

## METHOD OF PAYMENT

1. Please find enclosed a cheque for US\$ \_\_\_\_\_ made payable to **Advanced Studies and Training Centre**
2. Transfer : Commercial Bank of Dubai  
**Branch:** Mankhool Street | **Account Number** 1000125334  
**Routing Number:** 502320103 | **Swift Code:** CBD – UAE. AD
3. Please invoice my institution.  
An invoice will be sent to the mentioned institution on receipt of registration form. Please fill out the sponsor's details below.

## CREDIT CARD:

Please Charge my : (Card Type)

- Master Card  Visa Card Other \_\_\_\_\_

Card Holder Name \_\_\_\_\_

Card Number \_\_\_\_\_

Expiry Date \_\_\_\_\_ Security Code No. \_\_\_\_\_

Amount to be Charge \_\_\_\_\_

Tel. \_\_\_\_\_ Mob. \_\_\_\_\_

Card Holder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## SAVE MONEY! DISCOUNTS AND PROMOTIONS!

- Register one month in advance and received up 10% discount.
- Group of 3 more delegates from the same organization receive a 10% discount
- OR**
- FREE Attendance for 5<sup>th</sup> delegate from the same organization

## TRAINING REGISTRATION DETAILS

### TERM & CONDITIONS:

1. Fees Include all the tuition, full course documentation, lunches and refreshments for the duration of the program.
2. Incidental expenses: ASTC is NOT responsible for covering airfare or other travel costs incurred by delegates. Delegates will be responsible for their own accommodations.
3. PLEASE NOTE that ASTC reserves the right to refuse admission to the training if proof of payment has not been received prior to the start of the program.
4. An invoice will be sent upon receipt of the registration form. Payment must be received in full 2 weeks prior to the course start
5. **CANCELLATION POLICY**
  - a) A full refund less on administration fee of US\$ 100 will be given for cancellation requests received up to 45 working days prior the event. Cancellation must be made in writing (letter or fax) and reach this office before the 45 days deadline.
  - b) Delegates who cancel than 45 working days before the event, or who don't attend are liable to pay the full course fee and no refunds can be given. However, if you wish to attend the next course, and you have paid your course fee in full, you will only be invoiced for 25% of that course fee. Please note that the next course must take place within the next 6 months of the initial application. Of course, a replacement is always welcome.

I understand and accept the booking Term & Conditions

Signature \_\_\_\_\_ Date \_\_\_\_\_

*5 Easy Ways to Register & Obtain Further Information*