

# THE CHANGE AGENTS WORKSHOP

## Two 1-DAY SESSIONS



### Workshop Background

This organisational change agent's workshop is a very hands on and practical guide when considering change management and organisational improvement. This workshop will provide you with the skills and knowledge necessary to implement successfully the changes in your organisation whilst minimizing disruption.

### Who should attend this Workshop

This will enable Managers, Supervisors and Change Agent's to lead staff more effectively through change and also improve their own ability to personally manage change.

We will be working on real issues so bring your change initiatives to the class and we will help you find a solution.

### Workshop Outline

We can be an agent of change in our organisation if we understand the personal skills and organisational tactics that help us overcome resistance in others and ourselves. Tactics to promote constructive conversations that create momentum for change will be explored and related to using the performance excellence framework to effect successful organisation change.

This Change Agent's workshop has been designed to promote a positive response to organisational change. This workshop will increase your awareness of the need for change. This workshop will increase your awareness of the need for change and examine the effects on people that change management initiatives bring. It will help you to effectively identify methods for managing the introduction of change and help in giving insights into your own approach to change management. As a result, it will increase both your own and your organisations effectiveness.

### Workshop content

- 1) Performance Excellence as a Management System
- 2) Managers as Agent's of Change
- 3) Communication Methods
- 4) Change management implementation, processes and tips
- 5) Applying change management skills and techniques through SWOT analysis and action plans

### COURSE DETAILS

**DATE** Thursday, 15 April 2010  
Thursday, 29 April 2010

**TIME** 10:00 am-- 3:30 pm

**LOCATION** AUCKLAND

### YOUR COST TO ATTEND

\$1,650 PER PERSON—MEMBER RATE (+GST)  
\$2,200 PER PERSON—NON-MEMBER RATE (+GST)

**(COST INCLUDES WORK BOOK, LUNCH AND REFRESHMENTS)**  
AN EARLY BIRD DISCOUNT OF 10% TO REGISTRATIONS RECEIVED PRIOR TO 5 MARCH 2010, AND AN ADDITIONAL 5% FOR REGISTERING 3 OR MORE ATTENDEES.

### Learning Objectives

By the end of the organisational Change Agent's Workshop, you will be able to:

- 1) Understand change management concepts
- 2) Manage resistance to change management and understand how the fear of change might affect attitude and working practices
- 3) Set objectives, develop plans and review changes in management processes
- 4) Develop a change management action plan for implementing changes within the workplace

INCLUDES free of charge Change Consultancy phone advice until 30 MAY 2010

### IN HOUSE OPTION

Please also note that with any of the training that we offer there is always an opportunity to deliver this workshop in-house, with a customised focus suitable to your organisation.

This Workshop is presented by Frances Hague. Frances owns her own consulting business and is also an Authorised Consultant for the New Zealand Business Excellence Foundation. Frances works with many organisations in helping them to lift their performance level. She is also an expert in leading organisational change.

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## REGISTRATION FORM



Please print or open this form, complete and return to  
New Zealand Business Excellence Foundation, PO Box 331 658, Takapuna, Auckland or  
by fax to 09 489 8793 or by email to [info@nzbef.org.nz](mailto:info@nzbef.org.nz)

Please register me for the **The Change Agent Workshop** ( 15 and 29 April 2010 )

Company	_____		
Primary Contact	_____		
Address	_____		
City	_____		
Telephone	_____	Facsimile	_____
Email	_____		
Signature:	_____		

**On return of the completed registration form to the Foundation, you will receive confirmation of your attendance. A minimum number of 8 attendees will be required in order to host this programme.**

**All payments are required before attendance** – cheques to be payable to NZ Business Excellence Foundation or by direct credit into NZBEF ASB Account # 123013 003 2339 00

**Payment Option:**       Please Invoice      Your Purchase Order Number \_\_\_\_\_

Please book \_\_\_\_\_ seat/s at \$1,650 each - **+GST** (Member)

Please book \_\_\_\_\_ seat/s at \$2,200.00 each - **+GST** (Non-Member)

**Discount: A 10% Early Bird discount will apply for registrations received prior to c.o.b., 5 MARCH 2010 AND an additional 5% for 3 or more attendees registered.**

	Name	Email Contact
1		
2		
3		
4		
5		

**CANCELLATION POLICY:** In the event that you are unable to attend this workshop without providing 10 days notice, full payment will be required.

Substitutions will be accepted and must be in writing.

PLEASE REFER TO OUR CANCELLATION POLICY ON OUR WEBSITE FOR FURTHER CLARIFICATION.

<http://www.nzbef.org.nz/training.htm>