

Leading Organizational Change

Unit 5



Course Layout and Overview

Five Units

Unit 1: Introduction to Leadership and Organizational Change

Unit 2: Change Management Models and Methods

Unit 3: Organizational Failures in Change Management

Unit 4: Talent Management and Facilitating Change

Unit 5: Recognizing What Changes Need to be Made



Unit 5 Learning Outcomes

- Analyze the steps of planning change management in a given organization
- Select performance improvements for change
- Describe performance measurements for change management
- Analyze the communication skills talent needs to affect change in a given situation
- Analyze change management practices in a given situation within a global context



Why Are Learning Outcomes Important?

- Every learning outcome ties back to course materials and content
- Assessments are tied to each learning outcome
- Test preparation



Unit Five Overview Topics

- What are the steps to plan change management?
- Select performance improvements for change
- Describe performance measurements for change management
- Analyze communication skills needed for change
- Analyze change management practices from a global perspective



Change Model Definitions

- Communication skills
- Emotional intelligence
- Global change process
- Performance improvement plan
- Planning change management
- Measuring employee performance
- Maintenance phase



Analyze the Steps of Planning Change Management

- Planning change management
- Why do you need to plan change?
- Planning change in your department
- Using outside consultants



Select Performance Improvements for Change

- What if an employee refuses to make change?
- How do you help an employee get through the change?
- What is a performance improvement plan?
- Leading through change



Describe Performance Measurements for Change Management

- Measuring change
- What is the maintenance phase?
- Measuring employee performance



Emotional Intelligence



Analyze the Communication Skills Needed to Affect Change

- What communication skills are needed in the change process?
- What is emotional intelligence?
- How to help employees develop communication skills?



Analyze Change Management Practices within a Global Context

- Considering culture
- Global change process
- Managing an international team



Conclusion Unit 5

- Analyze the steps of planning change management in a given organization
- Select performance improvements for change
- Describe performance measurements for change management
- Analyze the communication skills talent needs to affect change in a given situation
- Analyze change management practices in a given situation within a global context



Change quote

all great changes
are preceded
by chaos



Conclusion

- Leadership and change wrap up
- Thank you!

