



HM262: Fundamentals of Change Management (Arabic Language)

Training Description:

Organizations today operate in an environment of constant change driven by digital transformation, organizational restructuring, evolving customer expectations, regulatory changes and market competition. Successfully managing change requires more than implementing new processes—it requires engaging people, minimizing resistance and ensuring sustainable adoption.

This training course provides participants with practical knowledge, internationally recognized change management principles, and proven methodologies to successfully plan, implement and sustain organizational change initiatives. Through case studies, interactive discussions, practical exercises, and change planning workshops, participants will learn how to lead individuals and teams through change while maintaining productivity and employee engagement.

Training Objectives:

By the end of the training, participants will be able to:

- ✓ Understand the principles and importance of organizational change management
- ✓ Recognize the drivers and types of organizational change
- ✓ Understand human reactions to change and strategies to overcome resistance
- ✓ Apply internationally recognized change management models
- ✓ Conduct stakeholder analysis and impact assessments
- ✓ Develop effective communication and engagement plans
- ✓ Build change readiness within teams and organizations
- ✓ Manage resistance and maintain employee commitment
- ✓ Measure change adoption and organizational readiness
- ✓ Develop a practical change management implementation plan

Training Designed for:

This training course is intended for Managers and Supervisors, Team Leaders, Department Heads, HR Professionals, Organizational Development Specialists, Project Managers, Change Champions, Business Analysts, Transformation Teams, Government Officials involved in organizational reform and Anyone responsible for implementing organizational change.

Training Requirement:

“Hand’s on practical sessions, equipment and software will be applied during the course if required and as per the client’s request.”

Contents can be adapted to your specific wishes. It is therefore possible to focus on specific modules of the training course as per client’s learning needs and objectives. Further, it should be forwarded to us a month prior to the course dates.

Training Program:

DAY ONE:

FUNDAMENTALS OF CHANGE MANAGEMENT

- ❖ Understanding Organizational Change

- Definition of change management
- Why organizations change
- Internal and external drivers of change
- Types of organizational change
- Planned vs. emergent change
- Benefits of effective change management
- ❖ **The Business Case for Change**
 - Impact of poor change management
 - Cost of failed initiatives
 - Benefits realization
 - Building urgency for change
- ❖ **Organizational Change Readiness**
 - Assessing organizational maturity
 - Change readiness indicators
 - Organizational culture and change
 - Change capability assessment
- ❖ **Exercise:**
 - Assessing organizational readiness for change

DAY TWO:

PEOPLE SIDE OF CHANGE

- ❖ **Understanding Human Behavior During Change**
 - Psychology of change
 - Emotional responses to change
 - Change curve models
 - Employee concerns during transition
- ❖ **Managing Resistance**
 - Sources of resistance
 - Recognizing early warning signs
 - Addressing employee concerns
 - Techniques to reduce resistance
- ❖ **Stakeholder Management**
 - Stakeholder identification
 - Stakeholder analysis
 - Stakeholder influence mapping
 - Engagement strategies
- ❖ **Leadership During Change**
 - Roles of leaders
 - Roles of managers
 - Roles of employees
 - Building trust during change
- ❖ **Workshop**
 - Stakeholder mapping exercise

DAY THREE:

CHANGE MANAGEMENT MODELS AND PLANNING

- ❖ **Popular Change Management Models**

- Lewin's Change Model
- Kotter's 8-Step Model
- ADKAR Model
- McKinsey 7-S Framework
- Bridges Transition Model
- ❖ **Selecting the Right Approach**
 - Comparing methodologies
 - Choosing appropriate tools
 - Integrating project management with change management
- ❖ **Change Impact Assessment**
 - Identifying affected groups
 - Business process impacts
 - Risk assessment
 - Gap analysis
- ❖ **Developing the Change Strategy**
 - Defining objectives
 - Scope and priorities
 - Governance structure
 - Change roadmap
- ❖ **Exercise:**
 - Building a change strategy

DAY FOUR:

COMMUNICATION, ENGAGEMENT AND IMPLEMENTATION

- ❖ **Communication Planning**
 - Developing communication strategies
 - Selecting communication channels
 - Executive messaging
 - Two-way communication
- ❖ **Employee Engagement**
 - Building commitment
 - Encouraging participation
 - Creating change champions
 - Managing expectations
- ❖ **Training and Capability Development**
 - Learning needs assessment
 - Knowledge transfer
 - Coaching employees
 - Supporting adoption
- ❖ **Implementing Change**
 - Implementation planning
 - Managing transition
 - Monitoring progress
 - Handling implementation issues
- ❖ **Exercise:**
 - Developing a communication and engagement plan

DAY FIVE:

SUSTAINING CHANGE AND MEASURING SUCCESS

- ❖ **Reinforcing Organizational Change**
 - Embedding new behaviors
 - Reinforcement strategies
 - Recognition and rewards
 - Continuous improvement
- ❖ **Measuring Change Success**
 - Change performance indicators
 - Adoption metrics
 - Employee engagement measures
 - Benefits realization
- ❖ **Managing Risks**
 - Identifying implementation risks
 - Risk mitigation strategies
 - Contingency planning
 - Lessons learned
- ❖ **Developing a Change Action Plan**
 - Building an implementation roadmap
 - Governance and accountability
 - Review and continuous monitoring
- ❖ **Exercise:**
 - Participants develop and present a comprehensive Change Management Plan for a real organizational change initiative
- ❖ Course Conclusion
- ❖ POST-ASSESSMENT and EVALUATION

Training Methodology:

This interactive training course includes the following training methodologies as a percentage of the total tuition hours:

- 30% Lectures, Concepts, Role Play
- 70% Workshops & Work Presentations, Techniques, Based on Case Studies & Practical Exercises, Gamification, Software & General Discussions
- Pre and Post Test

Training Certificate(s):

CMCT Internationally recognized certificate(s) will be issued to each participant who completed the course.

Training Fees:

USD\$ TBA - This rate includes participant's manual, hand-outs, buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Note: The 5% VAT (Value Added Tax), will be effective starting 01st of January 2018 as per the new regulation from the UAE Government. The VAT applies for all quotation both for local and abroad.

Training Timings:

Daily Timings:

07:45 - 08:00	Morning Coffee / Tea
08:00 - 10:00	First Session
10:00 - 10:20	Recess (Coffee/Tea/Snacks)
10:20 - 12:20	Second Session
12:20 - 13:00	Recess (Prayer Break & Lunch)
13:00 - 14:00	Last Session

For training registrations or in-house enquiries, please contact:

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