



Company Brochure

In-house Training

Change Management Course Outline

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Change Management Skills Course Outline

Management Training & Development Ltd specialises in designing and delivering bespoke change management courses and programmes.

Below is an **example** of some content that you could include in your training event.

As all of our courses are designed specifically to meet your requirements, the information included within these pages will enable you to assess your initial requirements.

Course Aims

Change is the only constant!

In today's business environment organisations are either changing or they are becoming extinct. But how many organisations can actually say that they manage change well?

Not many!

The Change Management course is designed to make sure that new change is implemented and managed in such a way that it becomes a way of life.

This course combines change theory, techniques and strategies along with practical real life experience.

Who Will Benefit From The Course?

- Staff who are responsible for planning change
- Staff who are on the receiving end of change and whom need to understand the impact of change on the working environment
- Staff who are responsible for managing change
- Staff who are responsible for implementing change

What Will You Gain From the Course?

- An understanding of why change is so important in today's highly competitive business arena - Identify reasons which prompt change
- An understanding of the change management cycle from product inception through to post implementation review - Identify and plan activities to achieve change
- Change management models and techniques to highlight the impact of a change or implementation on the workplace.
- Learn how to communicate change with those affected by it
- Learn how to get buy in from key stakeholders
- Learn the importance of working together as a team to implement change and the transition
- Action planning to cope with constant and often challenging change
- Identify and plan resource implications
- Plan communication and involvement to facilitate effective change
- Recognise barriers to change and potential difficulties which may arise during change
- Identify effective methods for overcoming difficulties
- Gain the commitment of others, through involvement
- Implement or co-ordinate planned change as appropriate
- Identify ways to monitor and control change against plan
- Revise, plan and reschedule change as appropriate to ensure objectives are met
- Identify internal and external forces for organisational change
- Recognise opportunities for own organisation created by the forces for change
- Recognise threats to the organisation from the forces for change
- Understand the consequences for the organisation of change, or maintaining the status quo
- Appreciate the "ripple effects" of change throughout an organisation
- Identify the human and financial implications for the organisation, teams and individuals

Indicative Content

- The principles of change management
- Methods of planning for change
- Use of Gantt charts, network planning as tools for planning change
- Identification of human and financial factors in the consideration of change
- The importance of communication and involving people to facilitate effective change
- The benefits of change and the consequences of not changing
- The role of communication in successful implementation of change
- Barriers to change – how to identify them and other difficulties in implementing change
- Means of overcoming barriers and difficulties including unfreezing and freezing techniques
- Ways to organise and co-ordinate resources and activities to achieve planned change
- Methods to monitor and control progress of change against plan, including use of Gantt charts, network planning
- Simple PESTLE analysis
- Organisational SWOT analysis
- The role of change in the survival and prosperity of organisations
- Change fatigue and its adverse effects
- Direct and indirect aspects of change – human and financial effects upon other people, departments and organisations
- Recent or current examples of change (including the work-based project)
- The costs associated with change – increases or savings
- Non-financial costs and benefits of change (social, environmental, human elements)

Please call us on:

0800 849 6732

Email us at:

trainingoffice@management-training-development.com

Client List

Our trainers and consultants have worked with a variety of clients worldwide, covering a wide range of different industries and sizes.

These include:

- Arab Bank plc
- AR Group
- Barclays plc
- Bennett & Co
- BMW
- Birds Eye Walls
- Bradford and Bingley plc
- British Board Of Film Classification
- British Gas
- British Telecom
- Business Link South Yorkshire
- Capita TVL
- Centrex
- Claire's Accessories
- Coca Cola
- County Council – Kent
- County Council – Worcestershire
- County Council – Cumbria
- Danone Foods
- Department of Work and Pensions
- Domain Technologies
- Derbyshire Police
- District Council – Malvern Hills
- District Council – Fenland
- District Council – West Lancashire
- District Council – Wakefield
- Emmetts
- European Commission
- Exxon Mobil
- Faccenda
- Fastlink
- First Group
- Ford Motor Company
- Ford Of Europe
- G Costa
- Geest
- Gerber Foods
- Halfords
- Health and Safety Executive
- HM Prison Service
- Housing Associations- Spa Housing
- Hygrade
- Jaguar PLC
- Jaguar UK
- John Lewis Group
- Johnson and Johnson
- Kirklees School Effectiveness Service
- Kodak
- Learning & Skills Development Agency
- Learning Partnerships
- Leisureforce
- Lloyds TSB
- Lorien plc
- Maritz
- Marks & Spencer
- Mitchell and Butlers
- MOD – Joint Services And Command College
- Moy Park
- National Probation Service
- NEC Europe
- Nestle
- NTP Meridian
- NTP Transmit
- Opportunity Housing Trust
- Peugeot
- Pfizer
- Phillips plc
- Renault Motor Company
- Roland
- Serono (Switzerland)
- Staffordshire Police
- SRM Ltd
- Toys R Us
- Tropicana
- Unilever
- University of Huddersfield
- Waitrose
- York St. John's College

Our Process

All of our bespoke training solutions are individually designed and tailored to meet your exact requirements. To give you an idea of what happens after you have made an initial enquiry here is the process that we follow from your initial training requirement through to the completion of your programme.

Your Initial Requirements

Call us, email us or complete our online form with what you would like to accomplish and achieve with your training event.

Course Delivery

Our course will be delivered by a highly skilled and experienced trainer who specialises in the training requirements that you are after.

Follow Up Call or Email

After we have received your initial requirements one of our team will call or email you (depending on your preference) to discuss your requirements in more detail and to establish your training needs.

Post Course Feedback

To enable you to determine the effectiveness of the training we will report back on the feedback from the course and we can also provide feedback on individuals that can then be used to help their ongoing development.

Finalising Your Training Needs

In addition to our follow up call and/or email, if required, we will meet with you to discuss your requirements further so that we can design a course or programme that will meet your exact requirements.

Post Course Evaluation

Was the training worth it? That is a question that many organisations are under pressure to answer. We can help you to determine the success and effectiveness of your training by reviewing the progress of the delegates throughout the course, immediately after the event and also ongoing at regular intervals – all as part of the service.

Pre-Course Approval

Once your training needs have been determined and agreed we will design a course/programme for your final approval and agree dates etc.

Post Course Support

After the course has been delivered the real work starts! This is when your staff will be implementing what they have learnt. Each delegate will have unlimited lifetime access to their trainer through email and the telephone for any help, guidance or advice that they might need.

7 Reasons Why You Should Choose Management Training & Development For Your In-House Requirements

1. We Provide Custom Designed Solutions Centred Around Your Training Needs

We offer a comprehensive service whereby you are able to discuss your training requirements with a dedicated training expert who has the knowledge and the experience to design a custom made event that will completely meet your needs and objectives.

We also offer a variety of pre-course assessments about the specific training requirements of your delegates, as well as post-course evaluations covering what they have taken away from the training as well as gathering feedback about their training experience.

Most organisations are under pressure to determine the effectiveness of their training events and we are positive that your company is not an exception.

Therefore we offer a range of tools and assessments, including a 360° in-house evaluation system that will enable you to answer the question "Did the training work?"

2. Our Courses Are Rated 9.1 Out Of 10 On Our Feedback Forms And 100% Of Our Clients Say That They Would Use Us Again

The proof of the pudding is always in the eating as they say and we are very proud of the standards and quality that we set for our training and consultancy services.

Therefore, we are delighted that our hard work and commitment to excellence has been evident in the feedback that we get from our clients and delegates. So much so, that after delivering thousands of days worth of training each and every year for the past several years, our courses are rated on average 9.1 out of 10 and 100% of our clients say that they would use us again!

We aim to keep raising the bar and setting higher and higher standards in the world of training and development.

3. The Very Best Trainers

Only the very best trainers will facilitate your event.

Each of them have been hand selected based upon their skills and experience, their standing in the industry, the range of alternative delivery methods that they have and also on their ability to deliver compelling, vibrant, fun and effective courses.

We believe that learning should be fun and effective. When the two go hand in hand you create a powerful learning experience that will remain with the delegates way beyond the actual event itself.

We adopt a policy of continuous improvement with all of our trainers.

We invest heavily in all of our trainer's skills, abilities and in the very latest learning and development techniques to ensure that our courses remain cutting edge at all times.

4. Unlimited Post-Course Email & Telephone Support

Something that we believe strongly in is the ability to help your delegates implement and develop the skills that they have learned into their everyday working lives.

To that end we offer unlimited amounts of post-course email and telephone support from your trainer and our team.

If any delegate needs some advice or guidance on a work related issue they can email or call us for some personal tuition, tips and techniques to use – this comes as standard with every course and there is no additional charge.

Each delegate will be issued with a unique email address and telephone number to use for this service that will be routed to our administration department.

They will ensure that your email/call will be answered promptly and with the level of information that you are after.

Our service level promise to you is to get back with some answers and advice within 24 hours – this is usually achieved a lot sooner.

5. Value For Money

Our courses start from as little as £995 per day for in-house training. This provides incredible value for money especially when you bear in mind that the cost includes:

- All of the preparation time required in order to gather your requirements and to get an understanding of your training needs.
- The time and expertise required to design and develop your bespoke course
- The delivery of your event by a highly experienced and specialised trainer
- Top quality course materials, manuals, handouts, assessments etc
- Lifetime unlimited email and telephone support after the course
- Providing feedback on the success of the event and on individual training development needs
- Course certificates

From the list above you can see that **we offer amazing value for money.**

Running an in-house event based upon the same training needs is very cost effective for you and your company and saves you time, energy and a lot of money in sending delegates to open courses separately.

As a general rule of thumb if you have 3 or more staff with the same training you will save money by running an in-house event.

6. Our Delivery Methods Ensure That Each Event Is A Success

Learning is all about remembering.

To make our courses and the content memorable for all of our delegates, we use a wide variety of delivery techniques. These techniques are specifically designed to enable our delegates to have an enjoyable learning experience, one that will remain with them long after the event itself.

7. We Provide Flexible Solutions For Your Training Needs

Over the years we have delivered hundreds of bespoke training events covering a wide range of subjects.

We have facilitated large-scale management and leadership programmes in Jordan and Saudi Arabia through to running a 1-day leadership course for a local solicitor in Bath!

No job is too big or too small. We are completely flexible with our solutions - this gives you a great deal of choice and flexibility.

Here are some examples of tailored solutions we have designed and delivered to give you a flavour of the diverse range of solutions we can cater for:

- A 3 day "Management Skills Programme" for 5 new managers in Croydon for First Group
- A 2 day "Advanced Communication Skills" course for trainers in Bristol for the Ministry Of Defence.
- A 6 day "Executive Development Programme" in Jordan for the Middle East's top executives.
- A 1 ½ day "Team Building Event" in Cheltenham for the Leonardo project
- A 2 day "Running Effective Meetings" course in London for Lloyds TSB
- A 3 day "Presentation Skills" workshop in Odney for Waitrose
- A 6 month "Management Development Programme" for Malvern Hills District Council
- A 12 month "Coaching For Managers" programme in Birmingham for Claire's Accessories
- A 2 day "Management Soft Skills" workshop in London for BBFC
- A 1 day "Train The Trainer" course in Kent for Leisureforce
- A 2 day "Essential Management Skills" course in Cardiff for 118 118 Directory Enquiries
- 1 on 1 "Coaching Sessions" with a manager to improve his interpersonal skills in Sheffield for Johnson Mathey
- A 1 day "Time Management" course in Richmond for Domain Technologies

"Jan quickly understood and captured the essential learning outcomes from the design brief and has delivered an action oriented and stimulating programme that has

consistently received positive feedback from staff and managers."
Jonathan Broadhurst - Training & Development Manager - York St John College
Contact Us Today To Discuss Your Requirements

Please call us on:

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www.management-training-development.com

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