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The Programme at a glance

Organisations in the Public Sector are complex. This course helps delegates how to ensure whether people are ready for change, what tools to use and how to remain focussed on customer needs.

Leading Complex Change Course Outline

Learning Objectives

This one day programme is designed to inform and inspire managers working in the public sector. It is particularly aimed at those managers with responsibility to both plan and implement change in complex environments.

It is intended to enable participants to explore leading thinking in organisational change bringing the focus of theoretical models upon their own circumstance.

As a result of attending the day they will be equipped to review their progress to date and have a range of options to help lead successful change programmes.

They will have the opportunity to share experience and learning with others facing similar challenges from across the public sector and will be equipped with a range of materials and references to further develop understanding beyond the one day programme.

Course Content

The seminar will lead delegates through the following topics:

- Ø Exploring Complexity
- Ø The nature of organisations
- Ø The nature of change
- Ø Receptiveness for change
- Ø Models for change
- Ø Creating a learning organisation
- Ø Behavioural change programmes
- Ø Customer Focus
- Ø Tools for change

The seminar will be facilitated by Richard Wells of ValueAdding.com who has spent the last 15 years supporting organisations to effect successful change. Over the last 7 years this work has focussed largely in the public sector in the Health Service, Department of Work and Pensions and local government, including systems, process and cultural change programmes.

Who Will Benefit From Attending?

The course is designed for anybody who has responsibility for delivering change whether by improving processes, restructuring roles and responsibilities, introducing new systems or delivering efficiency savings. They do not need to be Performance Improvement or Project Managers; the course is designed for managers who have the responsibility of delivering change wherever they are in the organisation.

Course Details

4 Price: £250 + VAT per delegate
4 Course manual included

4 9.30am - 4.00pm
4 Places limited to 12 people per seminar

For more information call: (Tel: 0800 545 600 : E-mail: enquiries@valueadding.com