

# CHANGE MANAGEMENT: DEVELOPING CHANGE LEADERS



15<sup>th</sup>-16<sup>th</sup>  
July 2024



START: 08.00 am  
END: 05.00 pm



Hibiscus & Jasmine  
Room  
SCOPE Office



This program equips the participants with specialised specific tools in change management processes.

At the end of session, participants will able to;

- Define change management:** explain the concept, its role in organisations, and the different types of changes (strategic, operational, cultural, etc)
- Driving forces behind change:** understand the internal and external factors that necessitate organisational transformation.
- Stakeholder and communication channels:** map key stakeholders, their interests, and effective communication strategies to ensure everyone is informed and engaged
- Strategies for sustaining change:** implement mechanisms to solidify the change and ensure its long-term impact on the organisation
- Monitor and evaluate progress:** establish performance measurements to track success, measure outcomes, and identify areas for improvement.

## Target Audience

The programme is designed for Working Professionals in Business, Government, International Organisations, and Non-Profit Organisations who hold middle to senior level decision-making roles



**REGISTRATION FEE**  
Exclusive for GLCs / Private Sector

**RM 2,000** Per pax  
Inclusive of SST%

**REGISTER NOW!**  
Before 11 July 2024

## TERMS AND CONDITIONS

- SCOPE shall invoice you for the complete training fee if you fail to attend on the scheduled training day without prior notification.
- To cancel, notify us via email or WhatsApp at least three (3) working days before the training date to avoid a 50% cancellation fee.
- You must notify SCOPE in writing of any changes at least one (1) working day before the training date.
- SCOPE reserves the right to make any necessary changes to the date, trainer, venue, and content of the programme due to unforeseen circumstances, without prior notice.

## CONTACT PERSON

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## Topic at a glance



### UNDERSTANDING CHANGE AND THE RESPONSES

#### At the end of the module,

- The concept of Change Management and the typical responses towards it.
- Accept there are no normal or abnormal ways of reacting to change, but that we must start from where we are.
- Understand that adapting to change is not technical but attitudinal.
- See change as an opportunity for self-motivation and innovation.
- Identify strategies for helping change be accepted and implemented in the workplace.



### THE ART OF INFLUENCING OTHERS

#### At the end of the module,

- Use different techniques for getting persuasive conversations and presentations underway.
- Make a persuasive approach by using the 5S's to get people on board with the organisation's cultural beliefs.
- Apply storytelling techniques to extend influence.
- Leverage concepts of neuro linguistic programming in everyday influence and persuasion.

## Meet The Trainer : **PERTHPAL SINGH KHOSA**



Perthpal Singh has been involved in Leadership Skills, People Management, Change Management and Team Dynamics for the past 25 years. Upholding the principle of 'the strongest testament to the value we provide is the degree of our client' satisfaction. Perthpal is not unknown to the 'big boys' from Oil and Gas, Banking, Automotive, Services and Manufacturing.

A few years into his professional journey, he found his true calling and later further his interest in human capital development with Celcom, where he was promoted as the Youngest Head of Department at Celcom Academy in 1993. Through his role in Celcom Academy, he was exposed to the best training practices and was responsible for realising a unique and solid organisational training structure. In the year 1997, he moved on as the Founder and Managing Director of Learning Edge. Having been exposed to some of the best training practices and realising a solid organisational training structure, Perthpal earned his seat and clocks in most of his training hours for culture transformation journey

Perthpal is Certified Neuro-Linguistic Programming Practitioner. He also a Certified Instructor for Performance Management System with DDI, Certified Instructor for Frontline Leadership at Zenger Miller and certified Corporate Training Quality Control Auditor

## PROGRAMME ITINERARY

TIME	AGENDA
8.00 - 8.30 am	Registration
8.30 - 9.30 am	Icebreaking and Energiser
9.30 - 10.30 am	<p style="text-align: center;"><b>Understanding Change and The Responses</b></p> <p>Define Change</p> <ul style="list-style-type: none"> <li>• The topic will discuss some basics of change, including definitions and examples.</li> <li>• Participants will explore the three phases of William Bridges' change cycle: beginnings, endings, and transitions.</li> </ul>
10.30 - 11.30 am	<p>The Human Reaction to Change</p> <ul style="list-style-type: none"> <li>• This session will look at Daryl Conner's interpretation of the human response to change through lecture and small group work.</li> </ul>
11.30 - 1.00 pm	<p>The Pace of Change</p> <ul style="list-style-type: none"> <li>• Participants will look at how different people react to change in different ways and at different times through a lecture and a case study.</li> <li>• Participants will be exposed to ADKAR Model.</li> </ul>
1.00 - 2.00 pm	<b>Lunch and Prayer Break</b>
2.00 - 3.00 pm	<p>Exploring Change</p> <ul style="list-style-type: none"> <li>• This session will explore change using Claes Janssen's four room apartment model.</li> <li>• Participants will examine what resistance is and how we can overcome it to make change stick.</li> </ul>
3.00 - 4.00 pm	<p>Adapting to Change</p> <ul style="list-style-type: none"> <li>• Participants will discuss how to become resilient to change through a lecture, personal case studies, and group discussion.</li> </ul>
4.00 - 5.00 pm	<p>Strategies for Dealing with Anger</p> <ul style="list-style-type: none"> <li>• Participants will look at some ways of dealing with our own anger and the anger of others through lecture and small group work.</li> <li>• Participants will also learn stress management and relaxation techniques to deal with people's reactions for changes.</li> </ul>

**Session Ends**

## PROGRAMME ITINERARY

TIME	AGENDA
8.00 - 8.30 am	Registration
8.30 - 10.00 am	<p><b>The Art of Influencing Other</b></p> <p>The Art of Influencing Other</p> <ul style="list-style-type: none"> <li>Participants will explore the differences between persuasion, influence, and manipulation. They will also review the answers to the pre-assignment.</li> </ul>
10.00 - 11.30 am	<p>Preparing to Persuade</p> <ul style="list-style-type: none"> <li>Participants will learn how to customize their approach to persuasion.</li> <li>Topics include pushing versus pulling, communicating with confidence, planning the conversation, and suspending their frame of reference.</li> </ul>
11.30 - 1.00 pm	<p>Getting Off on the Right Foot</p> <ul style="list-style-type: none"> <li>Participants will learn about some techniques (such as building rapport, matching, mirroring, pacing, and leading) that can help them speak persuasively.</li> </ul>
1.00 - 2.00 pm	<b>Lunch and Prayer Break</b>
2.00 - 3.00 pm	<p>Presentation Strategies</p> <ul style="list-style-type: none"> <li>This session will give participants a framework for building a persuasive presentation of any length.</li> <li>They will also get some hands-on practice in speaking persuasively.</li> </ul>
3.00 - 4.00 pm	<p>Using Stories to Persuade</p> <ul style="list-style-type: none"> <li>Participants will learn some ways to make the most of humanity's social nature and love for stories.</li> <li>They will also have an opportunity to practice storytelling.</li> </ul>
4.00 - 5.00 pm	<p>Using Neuro Linguistic Programming</p> <ul style="list-style-type: none"> <li>Participants will be introduced to the art of neuro linguistic programming.</li> <li>They will also have an opportunity to explore how it can benefit their influencing toolkit.</li> </ul>

**Session Ends**

**Remarks:** Fee is inclusive of two (2) tea-breaks & one (1) lunch in a day. Organiser reserves the right to make any changes deemed necessary for the best interest of the workshop.