



Culture & Change Management

17 - 21 Feb 2025
Lisbon (Portugal)



Culture & Change Management

Ref.: 15108_297253 **Date:** 17 - 21 Feb 2025 **Location:** Lisbon (Portugal) **Fees:** 4900 **Euro**

Introduction:

This important Culture & Change Management training course focuses on vital areas of modern Human Resource Management HRM. It is a unique seminar that addresses core HR issues in a critical and evaluative way. This course also provides a theoretical background, guidelines on best practice, and skills development in organizational development processes, all from an HR perspective.

Targeted Groups:

- Professionals and Supervisors who wish to enhance their competencies in change management
- Those who received their training in past years and need to be brought up to date with best practice in Change Management
- Those who have joined an HR or Personnel Department in past few years but who have no formal HR Training
- HRM personnel who need to stay up-to-date on current practices and trends in change management and organizational development
- Anyone involved in HRM at all levels
- Those who would benefit from an understanding of the HR role and function.

Course Objectives:

At the end of this course the participants will be able to:

- Design a suitable change management model in their workplace
- Understand organizational culture
- Identifying change management practices that may be culture-bound
- Develop practical skills in Organisational Development OD
- Understand performance management in a multi-cultural environment
- Understand Strategic HRM approaches SHRM
- Describe best practice in working with employees with problems

Targeted Competencies:

- Performance Management in a multi-cultural setting
- Organisational Development OD
- Work Psychology
- The Difference between Change Management and Managing Change
- Methodology & Application
- An Understanding of Workplace Culture and Change
- Leadership and Change

Course Content:

Unit 1: Understanding Human Psychology and Its Impact on Change Management:

- What is Human Psychology?
- Tip of the Iceberg Concept
- Understanding Yourself
- Developing Self-awareness, Trust, and Communication
- How Attitudes are formed?
- Motivation at Workplace and What Drives People to be Motivated
- The Key Drivers of Change
- The Need for Change Management

Unit 2: Approaches to Organizational Change:

- Where do you start with Organizational Change?
- Anticipated Reaction to Change
- What are typically the things which are required to Change?
- Define the Scale of Organizational Change
- Approaches to Organizational Change
- Steps required to Implement Change
- How to Sustain Change?
- What is the impact of Appreciative Inquiry on Change Management?
- Organizational Alignment around the Change

Unit 3: Change Management and Change Leadership:

- The Five Psychological Phases of Change and their Effective Management
- Difference between Change Management and Change Leadership
- Leadership and Culture in Change Management
- Change Management and Emotional Intelligence impact on Organization Performance
- The Key Components of Emotional Intelligence Link to Leadership
- Emotional Quotient EQ vs. Intelligence Quotient IQ

Unit 4: Organisational Development OD

- What is Organisational Development?
- Introduction to Performance Management Tool Namely the Balanced Scorecard
- Defining Strategy and How to Translate It into Action and Execution
- SWOT and PESTEL Analysis
- Barriers and Success Factors to Strategy Execution - Culture, Leadership and Human Factors
- Building a Strategy Focused Organisation SFO
- Introduction to Strategy Maps

Unit 5: Developing Performance Contracts Framework and Scoring Mechanism:

- Developing Business Plan Methodology to Achieve the Strategic Direction of the Organization
- Developing and Implementing Performance Contracts Framework between CEO and Functional Managers within the Organization
- Developing a Comprehensive Balanced Scorecard and Scoring Mechanism for your organization using EXCEL



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**Registration form on the :
Culture & Change Management**

code: 15108 **From:** 17 - 21 Feb 2025 **Venue:** Lisbon (Portugal) **Fees:** 4900 **Euro**

Complete & Mail or fax to Mercury Training Center at the address given below

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Position:

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Telephone / Mobile:

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Personal E-Mail:

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Official E-Mail:

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Company Information

Company Name:

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Address:

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Person Responsible for Training and Development

Full Name (Mr / Ms / Dr / Eng):

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