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# Understanding and Successfully Managing the Process of Change

Many organizations have recognized the importance of successfully managing cultural change. This course provides participants with a comprehensive understanding of the elements involved in cultural change and teaches how to apply those elements in day-to-day work.

## COURSE OUTLINE

### 1. Introduction - The Basics

- Critical Success Factors
- Types of Change
- Strategic / Tactical Thinking
- Subjective / Objective Information
- The Ladder of Inference
- Non-Linear Thinking
- Hard / Soft Skills and Organizational Culture

### 2. The Change Work Process

- Vision
- Goal Achievement Model
- Roadmap of Change
- Resistance
- The Web Models

### 3. Organizational Culture

- Organizational Culture Details
- Organizational Values
- Role Models
- Rites and Rituals
- Cultural Infrastructure

### 4. The Soft Skills

- Eight Elements of Change and the Web
- Leadership
- Work Process
- Structure
- Group Learning
- Course Outline
- Technology
- Communication
- Interrelationships
- Rewards

### 5. Methodologies

- The Cultural Web of Change
- Change Root Cause Failure Analysis (C-RCFA)
- Measurement and Audit
- Readiness and Sustainability

### 6. Continuous Improvement

- What are the next steps?
- Approaches that work

## OBJECTIVES

Participants will learn the importance of cultural change management and how it affects the success of all reliability initiatives. Participants will also learn how culture impacts an organization and the types of cultural elements. There will be an introduction to the tools necessary to manage change and participants will gain an understanding as to how to implement the tools and tips for sustaining the process.

## WHO SHOULD ATTEND?

Managers and Staff, Supervisors, Group Leads

## PREREQUISITES

None

