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3-DAY SKILLS PROGRAMME ON:

MANAGING CHANGE

(Apply the Principles of Change Management in the Workplace)

Aligned to US: 115407, NQF Level 5, 10 Credits

17-19 November 2025

Next Dates: TBA 2026

Venue: Centurion/ Pretoria

INTRODUCTION/OVERVIEW:

This course will assist the learner to demonstrate an understanding of diversity among people and in particular in a specific workforce, the role and importance played by managing change in attitudes, and the attributes of a good change agent in South Africa.

WHO SHOULD ATTEND:

This course is intended for managers in all economic sectors. These managers would typically be second level managers such as heads of department, section heads or divisional heads, who may have more than one team reporting to them.

This programme will contribute to the development of management skills of South Africa's public officials and political executives, strategic executive managers and other role-players contributing to the development of improved service delivery to communities.

The qualifying learner will be able to apply the appropriate knowledge, skills and values to employ client service techniques that are suited to varying customer behaviour and characteristics.

MINIMUM ENTRY REQUIREMENTS:

- ❖ Please note that the minimum entry requirement for this course is Matric (Grade 12).
- ❖ Learners attending the course will be required to supply certified copies of their Identity Document and Matric Certificate.

PROGRAMME OUTCOME & ASSESSMENT CRITERIA:

After successful completion of this skills programme, self-study and assignment the learner is able to:

- ❖ Apply the basic principles of complexity theory to organizational transformation;
- ❖ Apply knowledge of ethical principles, standards and professional conduct in public sector management and administration;
- ❖ Use the principles of employment equity to relate corporate social responsibility to organisational transformation;
- ❖ Recognise areas in need of change, make recommendations and implement change in the department, team or section;
- ❖ Implement an effective change management program to achieve specified objectives;
- ❖ Manage and develop oneself in public sector work environment;
- ❖ Assist with the implementation of corporate identity and corporate image program;
- ❖ Implement a value system to effect organisational transformation;
- ❖ Identify and interpret related legislation and its impact on team, department or section;
- ❖ Formulate and implement an action plan to improve productivity within an organisational unit;
- ❖ Comply with organisational ethics;
- ❖ Leadership coaching to effect change in the organisation.

PROGRAMME CONTENT/OUTLINE:

In this skills programme delegates will learn:

- ❖ **MODULE 1 - Explain Why Change Management Is An Important Process For Organisations To Achieve Trading Results**
 - o The elements of any CM process are identified and outlined in a written report. What are the principles of effective change;
 - o The relationship between CM and sustainability is explained with examples of how organisations that have not changed have collapsed or gone insolvent and how organizations that have changed have remained successful;
 - o A clear presentation is delivered on how an organisation can achieve sustainable results by implementing CM.
- ❖ **MODULE 2 - Identify Examples Of Planned Change And Reactive Change In An Organisation**
 - o The factors in planned change processes are identified and their impact on the change process indicated with examples;
 - o The elements of reactive change processes are identified and their impact on the change process indicated with examples;
 - o Three examples of each process are analysed in an organisation(s) and the results of the analysis documented so as to explain the benefits the changes had for the organisation(s).
- ❖ **MODULE 3 - Describe A Model For Effective Change Management And Its Management**
 - o A model for effective change management is identified and its various components explained in a written report;
 - o Each step in the process of CM is described and an explanation given of how each step is managed using examples from an organisation that has implemented the model.
- ❖ **MODULE 4 - Identify Reasons for Resistance To Change And Indicate Ways To Overcome Them**
 - o The reasons for resistance to change by people are outlined and analysed in terms of their impact upon the process in the organisation in which they work;
 - o The reasons for resistance to change in an organisation are outlined and analysed in terms of their impact upon the process in the organisation in which they work;
 - o Ways in which resistance to change can be overcome are identified and explained with examples of how they were successfully used in regard to individuals and an organisation.

❖ MODULE 5 - Identify the Risks Inherent in Any Change Management Programme And Indicate Ways To Manage Them

- o The various CM risks are identified and an explanation given of what each could mean for the process of change and the long-term success of the organisation;
- o Examples of how these risks were overcome in an organisation are presented in an oral presentation.

❖ MODULE 6 - Identify and Apply the Competencies Of An Effective Change Agent

- o The competencies and characteristics of an effective change agent are identified and an explanation given of why each is important and how each advances the implementation of change;
- o The competencies and characteristics of an effective change agent are applied at all times when dealing with an organisation undergoing change.

UNIT STANDARD:

This programme is aligned to the following Unit Standard: 115407. **Unit Standard Title:** Apply the principles of change management in the workplace.

PROGRAMME ACCREDITATION:

This skills programme is accredited with the LGSETA.

ASSESSMENT:

Learners will have to prove their competence in applying the knowledge, skills and behavior learnt during class exercises and group work. Each learner must submit a portfolio of evidence (PoE) within a specific time-frame.

RE-SUBMISSIONS:

When a learner is found Not Yet Competent they will be given one chance to re-submit; they will have 7 days (weekends & holidays included) to complete their PoE/Assignment. Should they not meet this deadline or if they are found Not Competent for the second time they will have to book, pay and attend the programme/course at their own expense.

CERTIFICATION:

The attendance of the first day of class as well as a total minimum of 80% class attendance is compulsory in order to be eligible to hand in your PoE/ Assignment. After the successful completion of this skills programme and the portfolio of evidence (PoE), learners will receive a **LGSETA Certificate of Competence**. Alternatively, learners will receive a **LeMark Letter of Attendance**.

RATE: R8 480.00 (incl. VAT) Per Person (Breakfast, Lunch, Refreshments & Study Material).

VENUE: Centurion/ Pretoria.

REFERENCE NUMBER: Please Use Your Invoice Number.

CLOSING DATE FOR REGISTRATION: Last Working Day before Programme Starts.

CANCELLATION DATE: 7 Working Days before Programme Starts.

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- We **reserve the right to change the venue and the order of the presentation** or, if absolutely necessary, to substitute a **facilitator or presenter**.
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