

# Change Management

## Applying for this course:

Individuals eligible to enrol in this programme would have completed compulsory schooling, up to 65 years of age. Individuals would also need to be able to communicate and comprehend English. For further information, kindly contact us on [qa.jobsplus@gov.mt](mailto:qa.jobsplus@gov.mt) stating your ID card number, attaching copies of your qualifications and a copy of your CV highlighting your work experience. Alternatively, you can send the requested information by post addressed to: Quality Assurance Unit, Jobsplus Training Complex, Triq Birżebbuġa, Ħal Far BBG3000

## Course Duration:

This course is of 16 hours duration and consists of one Module.

## General pedagogical guidelines and procedures for this course:

The delivery of this course will be mainly held through a series of discussions, class work exercises and hands-on training. These will enable learners to practice and consolidate the classroom training. The trainer will also be holding lessons with the learners which will consist of various presentations and demonstrations.

## General assessment policy and procedures for this course:

The learner will be assessed through an Ongoing Assessment that will take place throughout the duration of the course.

## Module 1 Learning Outcomes- **Change Management**

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| <ul style="list-style-type: none"><li>✓ Understand which fundamental areas to address to target emotional intelligence.</li><li>✓ Identify key concepts of change management, such as: the reason for change, people's resistance to change, and the challenges that arise during the change process.</li><li>✓ Understand the importance of dealing with conflict in the change process and evaluate how to improve the positive outlook.</li><li>✓ Identify the types of changes that occur in organisations and their procedures.</li><li>✓ Identify the main components of planning and structuring change.</li><li>✓ Evaluate and take into consideration the risks involved in change and plan how to manage it.</li></ul> | <ul style="list-style-type: none"><li>✓ List the components of change management by applying– the 5Cs of change management, and the different models used in change management.</li><li>✓ Understand the importance of communication and learning new skills to cope with change– with a close look at the change management perspective.</li><li>✓ Managing stress, stress causes and impacts, and learning how to reduce stress, while avoiding burnout.</li><li>✓ Preparing strategies, and team-building activities to help with change management and overcome resistance.</li><li>✓ Identify the leadership skills required in change management.</li></ul> |
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**Module Assessment:** There is no Assessment.