

APRIL
24-25

DORSETT GRAND **SUBANG**

A 2-DAY COURSE ON

MANAGING CHANGE FOR INNOVATIVE SUCCESS!

HIGHLIGHTS

- Paradigm and change as they relate to workplace
- Introduction to change facilitation
- The emotional and psychological aspects of change:
Techniques of managing change
- Change management: from resistance to embrace
- Change Leadership
- Innovation: the 3 levels of thinking in problem-solving
- Influencing for change
- Summary and moving forward



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bridging present and future
organizational needs.

INTRODUCTION

As the only thing that remains constant today is change, a major challenge for any organization is to manage change to remain competitive & to survive in today's ever-changing business world. No organization will want to be a dinosaur in a museum or end up as an academic case study of company failures for business and management students. Organizations need to focus on this human aspect amidst all these changes. What are the consequences of NOT changing? Are the employees and management too comfortable in their environment? How well are they equipped with the skills needed to manage change? Are they emotionally stressed out? This course has been designed to answer these questions, highlight the importance of change and its associated pitfalls, and suggest ways to manage change.

METHODOLOGY

The course will be delivered through a combination of the Learning-By-Doing approach, where the participants will be going through various simulation scenarios that interact with the subject itself. At each stage, the participants will need to exercise the techniques that have been taught and practice them to self-develop their level of skills.

Active learning activities are included to allow participants to engage actively in the learning process. Besides that, leading the participants through these activities will enable a better understanding of the concepts. The active learning activities may include:

- Hands-On Exercises
- Group Discussions
- Case Studies
- Interactive Storytelling
- Commentary On Other Companies / Industries
- Video Presentation

WHO SHOULD ATTEND

This is intended for management levels from all departments for the simple reason that change affects all, including anyone interested in enhancing better management of change.

AFTER ATTENDING THIS COURSE, YOU WILL RETURN TO YOUR JOB...

1. Receive NO surprises anymore.
2. Seamlessly enable change to be embraced and accepted rather than resisted.
3. Enhance skills in influencing others towards a higher level of performance.
4. Reduce stress and pressure by improving personal, departmental, and organizational performance.
5. Learn to be more innovative.
6. Upgrade your critical thinking skills.
7. Pick up your leadership strengths and weaknesses in enhancing performance.
8. Become an agent of change and a good role model people look up to.

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Blue Ocean Master Class



LDP Certified



TRAINER'S PROFILE

MR. ANDREW CHEAH has been a trainer and management consultant since 1991, specializing in the areas of Strategic Thinking, Leadership Transformation, Lean, QC Tools, VSM, 8D Problem Solving, performance management, productivity improvement, behavioral change, and Critical & Creative Thinking.

Andrew has trained clients from such diverse industries (see list below) as banking, insurance, hospitality, sales and distribution, manufacturing, food, property development, government/public services, and higher education. Being tri-lingual (English, Mandarin, and Malay Languages), and has extensive regional exposure in Singapore, United Arab Emirates, Malaysia, Hong Kong, China, Thailand, Indonesia and Vietnam.

In addition to training, Andrew has guided and provided consulting services to clients, leading to one of them winning the prestigious Malaysian National Productivity Award (1999) presented by the 2-time Malaysian Prime Minister, Tun Dr. Mahathir. The award is for productivity enhancement through many areas such as continuous improvement, cost, and waste reduction.

In addition to writing articles for the premier English newspaper in Singapore (the Straits Times), Andrew has been invited to speak at events such as the International Conference on Best Practices, which was graced by senior officials from the Ministry of International Trade and Industry (MITI), sharing the stage with Professor Michael Gregory of the University of Cambridge, Mr Dieter Heyl (2007 Vice President of Mercedes Benz Malaysia), and Dr Marcus Chao, President of Lean China Enterprise Inc.

Andrew has an MBA degree qualification from the University of Portsmouth, UK. At the professional level, Andrew has a certificate in Blue Ocean Leadership Masterclass, as well as Leading Dimensions Profiling Trainer Certification (LDP certified). In addition to being a qualified ISO9000 assessor, his experience in international consultancy has also earned him a membership with the Association of Productivity Specialist (New York).

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DAY 1

0900 **PARADIGM AND CHANGE AS THEY RELATE TO WORKPLACE**

- What is paradigm?
- Paradigm paralysis
- Case study

1030 Morning Coffee

1045 **INTRODUCTION TO CHANGE FACILITATION**

- The colour naming exercise
- Examples of change
- Why change?
- Why there is always resistance to change?
- Preliminary workshop: what can we do

1300 Lunch

1400 **THE EMOTIONAL AND PSYCHOLOGICAL ASPECTS OF CHANGE: TECHNIQUES OF MANAGING CHANGE**

- Zone of stability
- Practice workshop
- Benefit-focused
- Practice workshop
- Comfort-learning-fear territories
- Practice workshop

1530 Afternoon Tea

1545 **CHANGE MANAGEMENT: FROM RESISTANCE TO EMBRACE**

- Management styles to adopt
- Ownership & commitment
- How to help people change
- Workshop practice

1700 End of Day 1

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DAY 2

0900 **CHANGE LEADERSHIP**

- You are the role model: catalyzing & facilitating change
- Opportunity finder: each with a case/exercise to introduce
 - a) Parkinson's approach
 - b) Standardization approach
 - c) Tows approach
- Workshop for each approach above

1030 Morning Coffee

1045 **INNOVATION: THE 3 LEVELS OF THINKING IN PROBLEM-SOLVING**

- Analytical, Critical, And Creative Thinking
- Exercises for each of the 3 thinking
- Analytical: examples and cases on how to apply this thinking in problem-solving
- Critical Thinking: Why challenging the status quo is crucial?

1300 Lunch

1400 Cont. **INNOVATION: THE 3 LEVELS OF THINKING IN PROBLEM-SOLVING**

- Think out of the box: exercises & cases
- Workshop: Practice the techniques

1530 Afternoon Tea

1545 **INFLUENCING FOR CHANGE**

- Exercise in influencing
- Methods of influencing
- 5 Star technique, followed by workshop
- Stakeholders Management
- Workshop

1645 **SUMMARY AND MOVING FORWARD**

1700 End of Course

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REGISTRATION FORM

Managing Change For Innovative Success!

HRD CORP CLAIMABLE COURSE: TRAINING PROGRAMME NO: 10001372498

COMPANY NAME

COMPANY ADDRESS

NATURE OF BUSINESS

MEMBER OF HRD CORP?

☐ YES

☐ NO

COMPANY SIZE

☐ 1-29

☐ 30-69

☐ 70-99

☐ 100-149

☐ 150-199

☐ 200+

CONTACT PERSON

TEL

MOBILE

EMAIL

APPROVING MANAGER NAME

TEL

MOBILE

EMAIL

DELEGATE 1 FULL NAME

POSITION

TEL

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MOBILE

EMAIL

COURSE FEES

The fee per person is RM1895.

The full fee is required with your registration. The fee includes luncheon, coffee / tea breaks, course manual, and certificate of completion. 2 persons registered are entitled to a 10% discount.

TERMS & CONDITIONS

1. Registration & Fees Policy.

Registration is confirmed once registration form is received via email. All Payments /Undertaking Letters / Local Order (LO) / Letter of Approval must be made available and presented prior to the course.
2. Cancellation Policy

Any cancellation must be received in writing within 7 working days prior to the course else full payment will be imposed. Any no-show by registered delegates will be liable for full payment of the course fees.
3. Disclaimer & Program Changes Policy

Trainmode Sdn Bhd reserves the right to amend or cancel the course due to circumstances beyond its control. We reserved the right to modify the advertised topics or course timing whenever necessary.

PAYMENT TRANSFER BANK DETAILS

Account name
TRAINMODE SDN BHD

Account number
14100015214

Bank Name
Hong Leong Bank Berhad