

Based in UK, Spain and Middle East, SCT unleashes your potential for smarter results. Biographies of all our trainers their experience, locations and languages and so much more can be found on the website: www.smartcoachingtraining.com.



KHDA/Actvet Certified

Radical Transformation and Process Improvement through Change Management

Change is not just about deciding what to change to, the hard part is leading people through change.

Smart Coaching & Training is offering this two day public course delivered by SCT's experienced trainers. Can be delivered in person or remotely.



Transforming Wheaten Terrier models into an organised team. Wales by David Rigby

Successful change and transformation management requires several key steps:

- ✓ Identifying what to change strategically
- ✓ Establishing change programmes
- ✓ Deciding what to change to
- ✓ Implementing change programmes into the organisation
- ✓ Embedding the change.

This training workshop will prepare managers to face the challenges presented by major change initiatives. The workshop will equip participants with an excellent understanding of the lifecycle of change programmes, as well as practical tools and techniques they can use to establish, promote and sustain change programmes within their own organisations. The key is in the word 'transformation'. It's not just tinkering around the edges. Many organisations bring in 'the consultants' and spend 90% of their budget on process mapping the existing process.. If you want true transformation you start with Outcomes. E.g. 20% better staff retention, 90% of claims processed in ten minutes, Two steps:

- ✓ Deciding what you are going to change to
- ✓ Implementing the change.

Many organisations spend a fortune on the first step, and individuals are told to 'just slip a bit of change management into your job'. Change Management is far more difficult and requires a different skill set. It's about people, and the trauma they are going through, and not about telling staff to work like this from tomorrow without giving them any reasons. It's also about infrastructure and technology. Most often it's the people who are the stumbling block. No matter how smart and logical you are, suddenly no longer being 'the expert' can result in loss of prestige.

This is a complex topic and in two days it is only possible to give an overview. We deliver more detailed courses (up to 12 days) sometimes with online learning delivery with partners.

What you will learn

- ✓ Introduction to Transformation and Visioning,
- ✓ Identifying changes and Leading Change,
- ✓ Observations about change and Organisational change
- ✓ Establishing and Directing a Change Programme



- ✓ Each delegate will receive report on Communication

Your Trainers



Lavinia is a professional speaker on Change and she helps develop the emotional tools needed to be change-ready. She helps people to overcome their emotional barriers to change. Writing about change through the Covid-19 pandemic earned her recognition as a LinkedIn Top Voice

Ian Gibbs is a great communicator and keynote speaker, and is a public speaking coach to business executives at IESE Business School He runs Professional Speakers Association Spain

Lavinia's eloquent, frank and authentic style really shines through in all of her talks. IT Woman of the Year, PwC Digital Innovation Leader

She has so much experience and insight to share and she speaks seamlessly and in harmony Singapore Repertory Theatre

Lavinia has a great engaging personality. She connects with the audience naturally with her funny anecdotes. She offers unique insights and keeps it simple and relevant. Deutsche Bank Singapore

Ian is generous and wonderful to work with, and I can't wait to have him back again. Toronto Canada

Working with Ian was a very pleasant experience. His calmness and confidence created an environment where learning and growing was pure pleasure. Barcelona

Ian is a person with a natural talent, able to make you feel comfortable, stimulating the environment, something demonstrated in the sessions I had the pleasure to organise and attend with him. Indeed a person worth sharing your time with. Sant Cugat

It's great to feel your energy and to know the myriad talents you use to develop people. Inspiring!! Coach Barcelona

You can learn from him just by listening to him speaking. Rolaco Jeddah KSA

It was very enlightening to understand myself more as a professional and understand my team better to support and enhance their skills. Al Tayer Dubai

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