

## COURSE TRAINER

**Mr Khng Teck Khoon** was a training consultant providing training & HR-related services. He facilitates change/ organizational development initiatives (i.e. Branded Customer Experience) and delivers varied training programs including team leadership & team building, customer service skills, team and executive development programmes i.e. leading change, negotiation skills, international strategy planning, Managing Across Cultures and HRD management.

He was an associate with Forum, a Boston-based training consultancy and CJ Security Consultancy.. He was also a Resident Trainer to affiliated airlines with IATA (International Air Transport Association)

The trainer has handled major clients including Robinsons, Taiwan Mobile, TNT, Air Products and Becton & Dickinson, OpenText, Federal Insurance, FujiXerox. With IATA, he has provided training services to Air China, Xiamen Airlines, Malaysia Airlines, Garuda, Hong Kong Airport Services and many other airlines.



For any enquiries, please contact:

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## Enquiries



Change

Management

Training

Change excites people who love opportunities for growth, to see and learn about new things, or who like to shift the status quo.

All levels of management, supervisors and staff will have to be proactive in coping with these changes, which will affect the very culture and structure of the organization. In order to survive, the organization must be readily adaptable and responsive to change. However despite the potential positive outcomes, change is often resisted at both the personal and organizational level.

This workshop seeks to explain the need for change and to give members of the Change Team the practical skills to initiate, lead and manage change within their areas of responsibility.

In this two-day workshop, you will learn how to manage and cope with change and how to help those around you too.

## LEARNING OBJECTIVE

At the end of the workshop, participants should be able to:

- Understand the importance of change management
- Different type of change management framework
- Develop a change management toolkit for implementing changes
- Develop a change management strategy or toolkit and plan to support organizational change and innovation
- Identify considerations and challenges when developing and implementing a change management program
- Apply the change Management Framework, methodology, tools and templates
- Monitor and evaluate change and innovation strategies

## COURSE OUTLINE

### Day 1

- **Build Adaptability: Awareness**
  - Setting the Tone
  - Establishing engagement rules
  - World Café: Building the case for Change
  - Build Awareness in Change
- **Build Adaptability: Awareness to Desire**
  - The 3 core dimensions of Adaptability
  - Building Organisation's Adaptability
  - Develop and use a personal strategy for change leadership

### Day 2

- **Lead and Drive Change: Knowledge to Action**
  - Drive and Orchestrate Change to accelerate results
  - Mitigate the Risks in Change
- **Establish Commitment: Action to Reinforcement**
  - Reinforce Change by driving commitment
  - Drive and orchestrate Change to accelerate results
  - Closing with Commitment



## TARGET AUDIENCE

All levels of management, supervisors and members in change teams

## TEACHING METHODOLOGY

Lecture, Group Activity, Group Discussion

## COURSE FEES (Inclusive of GST)

For Healthcare VWOs and Nursing Homes with Portable Subsidies:

Fees for Singaporeans & PRs = \$63.13 per pax

Fees for Foreigners = \$313.51 per pax

Fees for Singaporeans & PRs and any others = \$563.89 per pax

## VENUE, DATE & TIME (Choose one)

| Workshop Dates         | Time       | Venue   |
|------------------------|------------|---|
| 4th run—13 & 14 Feb 18 | 9am to 5pm | Venue: <b>AIC Learning Institute</b><br><br>City Square Mall, 180 Kitchener Road, #06-05/06, Singapore 208539 |