3.5 MANAGING CHANGE

Change management is of paramount importance in South Africa. In this course the process of change, the impact thereof and the possibility to manage diversity and equity are emphasised.

- What is change management?
- The matrix of change
- The phases people experience by handling of change
- Empowering people to effect change
- Factors which influence leadership
- Forces within subordinates
- Contextual influence on change
- Communication
- Key elements for success
- The project management of change