

Catalogue de : Conduite du changement

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Supporting people and teams through change: approaches and tools



CC-9 3 Days (21 Hours)



Description

Facilitating relationships is essential in the context of reorganization operations. Successful change requires proper consideration of the human factor. So with analysis tools, methods and an approach to prepare for change, the leaders of a change operation in the company equip themselves with the means to succeed. This is the objective of this training in support and change management.

Who is this training for ?

For whom

Project manager, mission manager. Manager or department head faced with organizational change. Organizer and organizational manager. / Consultant.

Prerequisites

None.

Training objectives

- Understanding resistance to change
- Identify the categories of actors and their position in the face of change
- Anticipate risks and conflicts
- Dealing with crisis situations caused by change
- Prepare the plan to drive change

Programme:

- Je décrypte les mécanismes de changement
- Je conduis le diagnostic humain d'un projet de changement
- J'utilise à bon escient la communication
- Je mesure le degré d'acceptabilité du changement dans l'entreprise
- J'anticipe les conflits et les risques liés au changement
- Je mets en place de nouveaux systèmes de pilotage et de reconnaissance
- Certification

Living through changes well



CC-12 2 Days (14 Hours)



Description

The acceleration of change has become the rule. However, for some, experiencing the changes well does not come naturally and is accompanied by apprehension and resistance. This training is intended for them. It allows them, thanks to a respectful educational approach, to become aware of the mechanisms at work and to encourage the emergence of new representations to better welcome change.

Who is this training for ?

For whom

Any person having to face a situation of change in their profession and/or professional environment.

Prerequisites

None.

Training objectives

- Identify the origins and mechanisms of change.
- Acquire the ability to positively welcome change projects.
- Transform constraints into opportunities.
- Be an actor in the change process.

Programme:

- Identifier les caractéristiques des processus de changement
- Se préparer aux impacts du changement pour soi
- Faire face à ses résistances au changement
- Être acteur de son adaptation au changement
- Mise en œuvre en situation de travail

Communicate effectively to support change



CC-9 2 Days (14 Hours)



Description

To best ensure the success of these changes, communication constitutes a condition for success whose handling seems delicate. This training provides the operational tools to deploy communication and support change.

Who is this training for ?

For whom

Activity and department manager. Hierarchical or transversal manager, in charge of a change project. Organizer, consultant. Project manager.

Prerequisites

None.

Training objectives

- Have the keys to prepare communication around change
- Know how to alternate written and oral communication according to the targets and stages of the change process
- Implement communication that facilitates change

Programme:

- En amont du présentiel
- Identifier la portée du projet de changement Définir le changement.
- Déterminer les façons de communiquer Construire un plan de communication associé à la conduite du changement.
- Préparer sa communication écrite et orale pour accompagner le changement
- Savoir gérer les émotions et la relation aux personnes
- Gérer les situations tendues liées au changement Détecter les signaux d'alerte. Permettre les 'sorties négociées'.
- Après le présentiel

- Certification Évaluation des compétences à certifier via un questionnaire en ligne intégrant des mises en situation (40 minutes).

Driving change: the 5 talents of the manager



CC-9 2 Days (14 Hours)



Description

In a context which demands more responsiveness, flexibility and commitment from employees every day, managing teams cannot be improvised and requires more than ever real professionalism to fully exercise its multifaceted profession : leader, manager coach, and change leader. The training is intended for experienced managers. Beyond management skills, it allows them to develop their leadership qualities and their ability to support change. The skills acquired during this training are directly transferable to the field and allow everyone to exercise their different roles in the best conditions. Participants from the same class meet during each classroom training module and can thus share the practices and experience acquired between sessions to promote their development of skills.

Who is this training for ?

For whom

Hierarchical and transversal manager.

Prerequisites

None.

Training objectives

- Know your profile as a change leader and identify that of your colleagues
- Clarify the objectives of the change and explain them to your teams
- Drive your employees into change by making them proactive
- Transform constraints into data to easily bounce back from difficulties
- Increase your power of influence by building an effective network of allies

Programme:

- 1342Premier talent : vous, pour incarner les changements
- Deuxième talent : votre lucidité pour choisir une stratégie être lucide en utilisant cinq principes.
- 7Troisième talent : votre capacité à créer le futur
- Quatrième talent : votre réseau d'alliés
- Cinquième talent : vos premiers pas

Change management



CC-12 8 Days (56 Hours)



Description

Successfully completing a change process involves an upstream analysis and preparation phase. Difficulties are thus anticipated and issues better managed. This change management training cycle provides the most effective methods and tools to put all the chances on your side. These tools relate to the preparation and implementation of change support. Thus, they provide the necessary elements for successful communication, handling conflicts and developing leadership. Beyond the essential techniques for successfully leading a change project, this cycle offers participants the opportunity to create a network of practice and exchange.

Who is this training for ?

For whom

Project manager, mission manager.

Manager or department head faced with organizational change.

Organizer and organization manager, Consultant.

Prerequisites

None.

Training objectives

- Understanding resistance to change
- Identify the categories of actors and their position in the face of change
- Anticipate risks and conflicts
- Dealing with crisis situations caused by change Prepare the plan to drive change

Programme:

- Décrypter les mécanismes de changement
- Conduire le diagnostic humain d'un projet de changement
- Mesurer le degré d'acceptabilité du changement dans l'entreprise
- Mettre en place de nouveaux systèmes de pilotage Définir des indicateurs.

- Activité à distance
- Identifier la portée du projet
- Déterminer les modalités de communication les plus efficaces
- Préparer sa communication écrite et ses interventions orales
- Gérer la relation aux autres
- Prévenir et gérer les conflits
- Repérer et gérer les jeux psychologiques lors d'un changement
- Prendre conscience de ses émotions et de celles des autres
- Sortir de crise : établir et maintenir une relation de coopération
- Clarifier son rôle et sa mission
- Développer une relation de confiance avec les acteurs du changement
- Obtenir l'engagement dans le changement
- Gérer les situations relationnelles délicates
- Engager une dynamique de reconnaissance

The sociological approach to organizations



CC-9 2 Days (14 Hours)



Description

To successfully carry out the transformations of productive organizations, leaders and managers must have reading keys from the social sciences to understand the functioning of organizations and the mechanisms of change. The training of these transformational leaders requires learning methods and tools to analyze the functioning of an organization and build a change approach adapted to its culture and its employees. This is precisely the objective of this training in the sociology of organizations.

Who is this training for ?

For whom

Project manager. Manager, executive. Manager in charge of organizational change. HRD or RRH. Organizer, internal or external consultant.

Prerequisites

None.

Training objectives

- Understand how organizations work
- Understanding change through organizational processes
- Understand the human dimension of change and provide keys to understanding the foundations of individual and collective action
- Define a collective action model

Programme:

- Comprendre le fonctionnement des organisations
- Appréhender le changement en tant que vecteur de progrès et d'apprentissage
- Conduire un diagnostic socio organisationnel et définir un modèle d'action collective

The 4 keys to supporting change



CC-9 2 Days (14 Hours)



Description

In order to contribute to the success of the project, he must know the main mechanisms that govern human behavior in the face of change. This will avoid making many of the errors inherent in this type of situation. This is the purpose of this change management training.

Who is this training for ?

For whom

Any hierarchical or cross-functional manager. Any department, unit or team manager who must support an organizational change.

Prerequisites

None.

Training objectives

- Understanding behavior towards change and the keys to helping people better accept it
- Know what levers to use to help your team navigate change more easily
- Anticipate the risks associated with change management

Programme:

- En amont du présentiel
- Analyser le contexte du projet de changement d'organisation
- Comprendre les mécanismes à l'origine des comportements humains face au changement
- Utiliser les leviers d'action du manager
- Identifier les risques et les anticiper Répertoire tous les facteurs de risque associés aux personnes composant l'équipe.
- Après le présentiel
- Certification Évaluation des compétences à certifier via un questionnaire en ligne intégrant des mises en situation (40 minutes).

Mediation techniques to support change



CC-9 2 Days (14 Hours)



Description

Periods of crisis lead companies to sometimes significant changes. They create more and more fear and opposition. You need to equip yourself with tools to manage conflicts and practicing mediation allows you to reach agreements for the short, medium and long term. This is what this mediation training offers.

Who is this training for ?

For whom

Any manager in charge of a change project. HR Director, HR Director. Project Manager. Organizer. Consultant.

Prerequisites

None.

Training objectives

- Gain employee buy-in during a change
- Anchor decisions more easily
- Overcoming obstacles to accepting change
- Exploit the benefits of mediation in tense or even conflictual situations
- Accelerate change acceptance processes

Programme:

- Adopter la posture du facilitateur-médiateur pour accompagner le changement être facilitateur du changement par l'exemple.
- L'écoute en entretien individuel : faire émerger le sens et les intérêts réels Développer son aisance dans les relations de travail hiérarchiques ou transversales. Accueillir l'inquiétude, les peurs, la stigmatisation.
- Faciliter une réunion : de la discorde à la synergie
- Engager une dynamique de la reconnaissance mutuelle dans le cadre du changement Développer la confiance grâce à la reconnaissance et de la réciprocité de la relation.
- Aller du sens collectif au sens individuel et vice versa

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Driving change in digital transformation



CC-11 2 Days (14 Hours)



Description

This seminar will allow you to better support the transformation of an organization towards a digital business. You will discover the new digital tools that accelerate change and move the lines between the IT department, HR and business lines. It will also show you how controlling the human impacts of these modifications is essential to the success of your projects.

Who is this training for ?

For whom

Project manager, project management assistant, project management assistant, PMO, HR managers, IT department, business managers, company directors.

Prerequisites

Aucune

Training objectives

- Define the digital business Discover the new organizational models of the digital business Define what change management is Establish a framework to support an organization towards the digital business

Programme:

- La révolution numérique
- La DSI révolutionnée ?
- Qu'est-ce que la conduite du changement ?
- L'accompagnement du changement technique
- Méthodes et outils "classiques"
- Vers une conduite du changement "Agile"
- Une proposition de gestion du changement

Exchange 2013, maintenance and troubleshooting



CC-10 3 Days (21 Hours)



Description

This internship will allow you to acquire the skills necessary to diagnose and resolve failures in an Exchange 2013/Outlook environment. You will also learn how to plan a backup and recovery strategy to better secure your system and reduce downtime.

Who is this training for ?

For whom

System engineers or network managers having to troubleshoot the different components of a Microsoft Exchange 2013 organization on Windows 2012/2008 server with heterogeneous clients.

Prerequisites

Good knowledge of the administration of Exchange 2013 and Windows 2012 or 2008 Server R2 in a domain environment.

Training objectives

- Acquire a problem-solving methodology in the Exchange 2013/Outlook environment
- Diagnose common malfunctions of the various components of Exchange 2013
- Implement replication to protect the contents of mailboxes
- Plan a backup and recovery strategy restoration

Programme:

- Généralités sur le dépannage d'Exchange 2013
- Dépanner les bases de données Exchange
- Dépanner les boîtes aux lettres
- Dépanner l'accès au calendrier et au carnet d'adresses
- Dépanner l'accès OWA (Outlook Web App)
- Dépanner les problèmes de sécurité
- Récupération en cas de sinistre

Exchange 2013, high availability



CC-9 2 Days (14 Hours)



Description

This training will teach you how to implement techniques intended to ensure high availability of an Exchange 2013 corporate messaging infrastructure. It details, among other things, Clustering, the Data Availability Group, mail security and the management of a disaster recovery plan.

Who is this training for ?

For whom

Systems engineers or network managers having to implement Microsoft Exchange 2013 in a high availability environment.

Prerequisites

Aucune

Training objectives

Programme:

- Introduction à la HD (Haute Disponibilité)
- Architecture hautement disponible Exchange 2013
- Groupe de disponibilité de base de données (DAG)
- Haute disponibilité et résilience de site
- Haute disponibilité du transport
- Haute disponibilité des serveurs d'accès client
- PRA (Plan de reprise d'activité)