



KAIZEN TRAINING SOLUTIONS PVT. LTD.

Course Outline

Change Management (Adjusting to The New Normal)

Duration – 3 hours

Topics to be covered:

1. Skill vs. Will
2. Our experience
3. Outdoors to indoors – the new normal
4. Telecom era transformation – the new normal
5. The new normal
6. The positive impact
7. Avoid or let go
8. We must
9. Signs of resistance to change
10. Reasons for resistance for change
11. Essentials for personal change
12. Change management model
13. Process of change
14. Principles for change in new normal
15. Three c's of change leadership

Note: This course outline can be altered (keeping training duration in consideration) based on client's requirement, if necessary.