Change Management
Online Course
November 16, 23, and 30, 2023
(10 – 11:30 a.m.)

Change Management is so much more than training people or communicating what's new. Enabling people through change requires significant preparation, critical leadership skills, and an ability to identify and manage emerging information. This course is for local government managers and leaders who want to learn and explore change management principles and how to apply them – a key leadership competency within local government.

In this online course, local government leaders will:
- Enhance understanding and increase your impact when managing change within local government
- Build change resiliency within your organization
- Help teams effectively identify, adapt to, and thrive within an ever-changing environment
- Apply a framework for effective change management to better identify the stages of change
- Effectively support teams through planned and unplanned change
- Mitigate preventable resistance and empower individuals to embrace a new path forward

Guiding your team through change can be challenging. Using self-paced activities combined with real-time webinars and discussion, this online course will provide local government leaders with exposure to theory and tools to help identify and plan for the stages of change, recognize and evaluate the impact of change, apply change strategies that support strategic priorities, and put structures in place to foster lasting change.

Course Format: This online course includes three x 90-minute real-time webinars, with discussions, Q&As, and an overview of the assignments. Participants attend the webinars; review additional resource documents and work throughout the course to complete assignments that will help ground the learnings from each session. Participants should plan for 1-3 hours of self-paced activities per Module. This course also includes optional coaching support from LGMA's roster of volunteer HR coaches.

November 9 Pre-work available on Moodle. Participants are required to complete online discussion forums in advance of the course start date, which will influence the composition of discussion groups during the online sessions.

November 16 **Module 1: Introduction to Change Management** (webinar and assignment)

November 23 **Module 2: Designing and Executing Change** (webinar and assignment)

November 30 **Module 3: Reinforcing Change** (webinar and assignment). Final assignments to be completed by December 15, 2023, to receive full credit and certification for the course.

Cost: $610 LGMA member + GST; $700 Non-member + GST

Registration: [Register online](#) by November 2, 2023.

Cancellation

Policy: No refunds will be provided after November 2, 2023.

Instructor: Deanna Foukal, BA (Psyc), MPM, PROSCI Certified, Associate Consultant, Jackson Consulting Group

Module 1: Introduction to Change Management

Through self-paced and interactive webinar activities, participants will explore the following competencies:
- Define change management and why it is important
- Identify and plan for states/phases of change
- Recognize change and evaluate impact within a unit and/or organization
- Understand how to align change with strategic initiatives to foster buy-in
- Assess an individual, unit, or organization's ability to handle change (e.g., scope & scale of change, team capacity, local government context
- Recognize the difference between planned and unanticipated or emerging change
- Recognize the type of support the team needs
- Apply change strategies that support justice, equity, diversity, and inclusion in the workplace
- Build confidence in skills, ability, and application
- self-paced readings, assignments, and discussion.

Module 2: Designing and Executing Change

Through self-paced and interactive webinar activities, participants will explore the following competencies:
- Develop a roadmap and execute the key components of a change management plan
    - Communications
    - Assessing own and others' resilience
    - Coaching to support change and foster resilience
    - Sponsorship and leadership advocacy in a local government context
    - Resistance management and acknowledging and planning for barriers to change
- Identify and set up the appropriate team approach to execute change activities
- Evaluate effectiveness and take corrective actions to improve overall success
- self-paced readings, assignments, and discussion.

Module 3: Reinforcing Change

Through self-paced and interactive webinar activities, participants will explore the following competencies:
- Define key metrics for success
- Create strategies that make change stick
- Incorporate learning from past successes/misses
- Develop strategies for on-going resiliency to manage continuous nature of change at work
- Address common barriers to change
- Evaluate overall impact (and business value) of the change
- Build change competencies for individuals and team
- self-paced readings, assignments, and discussion.

Digital Release:

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INSTRUCTOR

Deanna Foukal, Associate Consultant, Jackson Consulting Group

Deanna is passionate about helping organizations realize their development and transformation goals by aligning strategy with conscious, purposeful change leadership. She has over 15 years' experience supporting clients across all sectors with system-level process design, business transformation and enterprise-level project management.

With a Bachelor's Degree in Organizational Psychology, a Masters in Project Management, and certifications in Public Relations and PROSCI Organizational Change Management, her education and training tell a clear story of her fascination with the people side of change. She is looking forward to sharing her firsthand experience of supporting small and large scale change gained in private and public organizations, including local government.

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