



## Managing Organizational Change in the UN System

Become a change leader, influencing and leading change efforts at all levels throughout the organization.

**#Change & Innovation #Management #online #Up to 2 months #Virtual Campus #Change management**

### Introduction

The UN system is changing; portfolios, work methods and approaches must respond to new challenges at individual and system levels. Programmatic and operational transformation may be triggered by global strategic initiatives, such as supporting the new agenda for sustainable development, or driven by managerial reform efforts pursuing greater organizational efficiency and effectiveness. In both cases, UN managers must be prepared to act as effective agents for change, preparing, leading and managing their respective teams through the change process.

This tutored online course supports UN staff with managerial responsibility in developing and applying effective strategies to help their teams succeed through shifts in portfolios, work methods and approaches resulting from the implementation of transformative strategic agendas and initiatives



**Where** ONLINE



**When** 17 Oct - 18 Nov 2016



**Fee** 1250 USD



**Duration** 5 weeks



**Enrollment deadline** 08 Oct 2016



**Contact** [learninglab@unssc.org](mailto:learninglab@unssc.org)



**Language** English

## Objectives

Upon successful completion of this course, participants will:

- Explain the nature and various aspects of change;
- Define roles and responsibilities in leading a change effort;
- Explain the skills, qualities, and characteristics of effective change leaders;
- Recognize the importance of change models as roadmaps for implementing change;
- Identify the impact change has on employees, oneself, and the organization, and recognize ways people respond to change;
- Identify means of influencing change at every level of the organization;
- Identify reasons for and symptoms of resistance to change
- Develop plans for communicating change and strategies for dealing with employee resistance;
- Use tools and techniques to manage and lead change;
- Employ strategies to become more resilient;
- Develop a personal action plan for leading change.

## Course Contents

1. **Understanding change** (The nature and various aspects of change; Roles and responsibilities in leading a change effort; The skills, qualities, and characteristics of effective change leaders)
2. **Becoming a change leader** (The importance of change models as roadmaps for implementing change; The impact change has on employees, you, and the organization; Ways people respond to change; Ways you can influence change at every level of the organization)
3. **Planning for the change** (Symptoms of resistance; Reasons people resist change; Dealing with employees' resistance to change)
4. **Implementing change** (Communicating change; Process for presenting change to employees; Strategies for dealing with different employee responses; Coping with change and stress; Tools and techniques to help you manage and lead change; Strategies to become more resilient; Develop a personal action plan to guide you in leading change)

## Course Methodology

This course is delivered entirely online. It combines live webinar sessions with self-paced activities and interactive group discussions.

The weekly instructor-led webinars are conducted in the WebEx online platform.

Participants need a computer (or mobile device), a reliable internet connection and either headset with microphone to connect to the audio through the computer, or a telephone. We recommend accessing audio through the computer. No special software is required; but participants must be able to access WebEx. We will send instructions for WebEx access to registered participants and recommend that you download the application and test your access in advance.

The self-paced components and discussion forum for each week of the course are designed and structured on UNKampus, the Staff College's Learning Management System.

The webinar learning consists of five instructor-led online sessions from 2:00 pm – 4:00 pm Rome Time (8:00 am – 10:00 am New York Time), with the day of the week to be confirmed.

Before each webinar session, participants will be provided with brief background material that they will be requested to review as preparation for the session. At the end of each session, an assignment will be given, which participants will be required to complete and submit to the instructor (for review and corrections/guidance) within two days.

The programme for this online course has been designed in collaboration with UNDP's Management Consulting Team around concrete UN and non-UN case studies to ensure participant-centred learning through realistic problem-solving situations.

## Target Audience

This online course is recommended for UN staff at the level of P4 and above. Other staff may be accepted depending on functional responsibility.

## Cost of participation

The course fee of 1,250 USD covers full participation in the online course.