

Unleashing Your Potential

Embracing Technological Changes, Problem Solving and Critical Thinking

2 DAYS

This course is accredited by the Services Seta and the material covers unit standards at level 4: 242817 worth 8 credits

Imsimbi Training is a fully accredited training provider with the Services Seta, number 2147, as well as a Level 1 Contributor BBBEE company and 51% black owned.



julius@imsimbi.co.za
tammy@imsimbi.co.za
margaret@imsimbi.co.za
prince@imsimbi.co.za
gloria@imsimbi.co.za



Course Outcomes

**Upon completing this course,
the participants will be equipped to:**

- Understand the fundamentals of change management;
- Identify drivers and barriers to organisational change;
- Apply change management models and tools;
- Manage resistance to change constructively;
- Lead teams through periods of uncertainty and transition; and
- Understand the difference between planned and reactive approaches to change
- Understand the nature of resistance and develop creative approaches to the management of conflict
- Identify and understand key elements of the organisational change process
- **Why Problem solving?**
- A Problem is a Deviation from Acceptable Performance
- There is a gap between what is actually happening and what is supposed to be happening
- Solving the problem will close the performance gap
- Problem solving and effective decision making
- Creative thinking
- Critical thinking
- Systems thinking
- Embracing technological changes
- Automation
- AI



Course Outline

MODULE 1: ORGANISATIONAL CHANGE

- What is change?
- Change - its impact on organisational sustainability
- Areas of organisational change (Structure, Technology, Task and People)
- Type of Organisational change (Anticipatory, Reactive, Incremental, Strategic)
- Change categories
- Motivate the need for change
- Misconceptions about change

MODULE 2: THE NEED FOR CHANGE

- Analysing an area of the business that needs change
- Change management a process not an event
- 4 steps of Change management
- Role and competencies of a change leader
- What top management should be doing during each phase (Planning, Design, Implementation)
- Leadership and Change
- Identify External Factors (Demographic Characteristics, Technological Advancements, Market Changes, Social and Political Pressures)



- Current and Future states
- Identify Core change issues
- Decide to change

MODULE 3: PROBLEM SOLVING AND CRITICAL THINKING

- Problem Solving Journey
- There are 4 main phases in the problem solving journey:
- Problem Identification
- Cause Identification
- Remedy identification
- Remedy implementation
- What is creativity?
- How does creative thinking work?
- Problem solving
- Leader as facilitator of creativity
- Cost/benefit analysis
- evaluating quantitatively whether to follow a course of action
- understanding new ideas by brainstorming questions



- Understand the role of self-awareness in pro-active identification of potential problems
- Understanding how the human mind works
- How thinking and reasoning processes operate
- Barriers to sound reasoning
- How to control and evaluate your thought processes
- Forming problem solving teams
- Problem solving approach
- Problem definition
- Causal analysis
- Alternative approaches
- Selection of solution
- Implementation plan
- Monitoring
- Creative Thinking
- Lateral thinking
- De Bono's six thinking hats exercise
- Thinking outside the box
- Problem Analysis tools and techniques



- Cost benefit analysis
- Pareto analysis
- Star-bursting
- Decision tree analysis
- McKinsey 7's Framework

MODULE 4: EMBRACING TECHNOLOGICAL CHANGES AND AUTOMATION

- Advances in technology
- Embracing technological advancements
- Why technology works for business
- Increased productivity
- Increased enjoyment
- Improved quality
- Improved efficiency
- Improved integration of systems
- The need for automation
- AI tools

