

Change Management

Making The Change

One of the biggest obstacles a leader faces is leading change. This module looks at the seven characteristics of effective change agents and explores the decision making process. A force-field analysis will help you to uncover both the driving and restraining forces for change. We will look at the importance of effective communication and active listening.

In this Module

Videoscribe explainer video, with professional audio (duration: 02:53)

English Subtitles

5 Expanded learning content blocks in the module format

'Check my understanding'
5 Question knowledge check

Top Tips

1. The first step in the change process is deciding what needs to change.
2. A force-field analysis is a useful tool for determining if a change should be made.
3. A crucial element of change is effective communication, the key to which is active listening.

