

Change Management

General objectives:

This course aims to provide participants with a general notion of change management. Extinction of services, mobility, employment contracts and performance evaluation systems with close links to career management are examples of how Public Administration is changing. Given this scenario it is important to understand the causes of change in public services and become an active agent of it.

Specific objectives:

At the end of this course trainees will be able to:

- Introduce the factors of change in public services;
- Recognize the inherent resistance to change and the best strategies for uniformly developing change.

Target Audience:

This course is directed to managers, managers and team coordinators, as well as staff who can be facilitators of the change in their services.

Hours:

21 hours

Program Contents:

1. Factors inducing change in public services: SIADAP, VCR and Contracts of work
2. The resistance to change in practice and its framing with the universal model of resistance as a natural and human factor: change as an opportunity for improvement
3. Techniques to overcome resistance and transform threats into opportunities
4. Fatores críticos de sucesso
5. Simulação de casos e situações críticas de sucesso