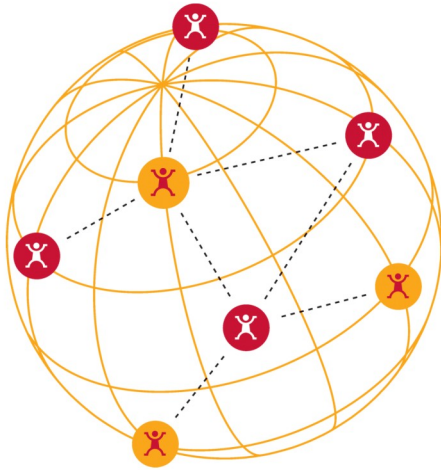


## TRAINING PROGRAM OUTLINE



### HRM-101E CORPORATE CULTURE CHANGE MANAGEMENT

#### DESCRIPTION

A 10-day Training Program to assist participants in developing the organizational and training plans required by operators to grow and prosper in the global and competitive telecommunications environment. On completion of the program, participants will have a very good understanding of telecommunications challenges and opportunities and an appreciation of what their organization needs to do to ensure success in this environment.

This program will provide appropriate strategies, methods, guidelines and tools to design a global approach, a planned step-by-step methodology and action plans for telecommunication organizations seeking to effect a change in corporate culture and management approach to face competition.

#### OBJECTIVES

- Provide an overview of the global and competitive telecommunications environment and its impacts on the business of existing operators



- Identify the key success factors for ensuring profitability and growth of operators in the competitive telecommunications environment
- Design a global approach and a planned step-by-step methodology for organizations requiring a change in corporate culture and managerial approach
- Provide effective methods and strategies to develop a corporate culture that will be better adapted to the competitive environment, including Human Resources, training and communications programs that are based on the company's business vision, plan, challenges and objectives
- Raise the awareness of managers of their role and responsibilities in periods of transformation and change
- Develop the attitudes and behaviours needed to cope with business challenges and organizational changes

## TOPICS

- The global and competitive telecommunications environment
  - Deregulation and competition
  - Globalization
  - New telecom players
  - New technologies and services
  - Global trends, impacts and challenges
- Key business success factors
  - Policies and regulation
  - Business
  - Organizational
  - Management
- Change management
  - The change process
  - The skill requirements
  - Tips for change agents
  - Change management strategies
- Adapting organizations to succeed in the competitive environment



- Design of a global plan and a step-by-step methodology for organizations seeking to effect a change in corporate culture and management approach
- How to develop a culture adapted to the competitive environment and based on the business' vision, challenges and objectives
- Basic elements of organizational development and management approach to face business changes
- Strategic communication plan: a tool designed to rally executives, managers and employees' ongoing support for meeting the objectives and strategies put forth by management
- How to identify training plans and programs to foster business change
- Corporate values: the basis of human resources, training and organizational development programs

## TARGET AUDIENCE

- Telecommunications managers and personnel responsible for human resources, organizational development, change management, corporate culture and internal communications
- Managers looking to complement their skill-set by gaining a good understanding of change and corporate culture management

## METHODOLOGY

Our Training Programs combine expert presentations, workshops, case studies and discussions on real-life situations faced by participants. Complete training material is provided to all participants for future reference and follow-up action plans.



## LOCATION

Our Training Programs are held at regular intervals in selected cities around the world. Upon request, our expert trainers can lead Training Programs at the location of your choice. If interested, please contact us at [training@neotelis.com](mailto:training@neotelis.com).

## EXPERTISE

Neotelis provides consulting and training services to telecommunications organizations worldwide. Its team of experts has trained thousands of executives and managers working for operators, regulators, policy-makers and governments in over 100 countries around the world.

