



Network for test development harmonization, validation and standardization of services

Agenda

Workshop 'Towards Accreditation, the Human Side of Change' 20 and 21 April 2009, Leuven, Belgium

Monday April 20th 2009

- 08.30h-09.00h Registration desk open and welcome coffee
09.00h-09.15h Welcome/introduction/agenda
09.15h-09.40h Statements game: **The human side of change**
09.40h-10.00h Individual reflection: **Formulating best practices and case studies**
10.00h-10.45h Interactive presentation alternated with short exercises: **General principles, the psychology of change, different approaches towards change management**
10.45h-11.00h Break
11.00h-12.00h Exchanging **best practices and pitfalls** concerning the human side of change
12.00h-13.00h Lunch
13.00h-15.15h Interactive presentation + Case work: **Tools** (Force Field Analysis, stakeholder mapping and management, analyzing resistance to change...)
15.15h-15.30h Break
15.30h-17.15h Interactive presentation + Case work: **Tools** (Force Field Analysis, stakeholder mapping and management, analyzing resistance to change...)
19.30h Dinner with the whole group

Thursday April 21st 2009

- 08.30h-09.30h Interactive presentation: **'How to communicate persuasively in times of Change?', 'How to build a Case for Change?'**
09.30h-10.40h **Role play: Instruction and preparation**
10.40h-11.00h Break
11.00h-12.00h **Role play**
12.00h-12.45h Case work: **Sharing key learnings**
12.45h-13.00h Final discussion and wrap up
13.00h-14.00h Lunch