



Network for test development harmonization, validation and standardization of services

Agenda

**WORKSHOP - Towards accreditation: managing the human side of change
17 and 18 May 2010, Leuven, Belgium**

Monday May 17th 2010

- 08.30h-09.00h Registration desk open and welcome coffee
09.00h-09.15h Welcome/introduction/agenda
09.15h-09.40h The human side of change – statement game
09.40h-10.00h Individual reflection – formulating best practices and case studies
10.00h-10.45h Interactive presentation alternated with short exercises: **The human side of change-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 – the human side of change – tools (stakeholder mapping and management, analyzing resistance to change...)**
15.15h-15.30h Break
15.30h-17.15h Interactive presentation + case work - continuation

19.30h Dinner with the whole group

Thursday May 18th 2010

- 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