American Society for Quality 2024 Annual EMEA Conference
Change Management Workshop
February 25th- 8:00 AM-3:00 PM

Introduction: Navigating through change is like setting sail on a journey within an organization. Change management is the guiding compass that ensures this journey is not just smooth for everyone on board, but exhilarating. It is an enabling framework for managing the people side of change. This workshop on change management will delve into different strategies to effectively lead and implement change within an organization. It'll cover key aspects such as: creating a change management plan, addressing resistance, communicating with purpose, and fostering a culture that embraces and adapts to change. By the end of this workshop, participants will have learned practical tools and techniques to navigate and drive successful transformations within their respective workplaces.

Takeaways:
- Understand the essence of change management.
- Learn practical change management tools and techniques for change to be successful.
- Apply knowledge through case studies.

Instructor Biography: Alaa Kilani is a PROSCI certified Change Manager who uses her skills and knowledge to lead change within Emirates Airline. As an Industrial Engineer, Alaa has always felt passionate about optimization while building resilient & agile work cultures. She’s pioneered a waste management project that saves almost 1million AED annually in QAPCO, owned the innovation pipeline behind the brand of Johnson’s, and led a commercial team through a national crisis, to name a few!