

## Change Management – Module 06

Regardless of innovative process improvement ideas, brilliantly engineered software, detailed project plans and deep executive sponsorship, business transformation initiatives often fail to deliver the intended transformational results.

Change management integrates the transition of people, processes and technology from the current “as-is” state to a continually unfolding future state. Change management deeply engages staff, supervisors, managers and leadership across the organization at all levels of the organization resulting in achieving project objectives and the realization of desired outcomes. Change management is indeed the relevant factor in successful and sustainable transformation.

### Foundation by change management

- What is change management?
- Transition vs. transformation
- Drivers of Organizational Change
- Business functions and processes
- The business value of change management
- Goals, objectives and success criteria

### The change management process

- Change is a Process
- Change management roles
- Scoping change from 360°
- The dynamics of organizational culture
- Business process change continuum™
- The change management roadmap
- Agile change management

### Ensuring readiness for changing

- Clarity of current vs. future state
- Establishing performance metrics
- Sponsor and stakeholder engagement
- Risk assessment and countermeasures
- Training and development planning
- Communications planning
- Building the case and socializing change

### Proactively managing change

- Being an agent of change
- Engaging the management team
- Overcoming resistance to change
- Managing the fog of transition
- Monitoring and adjusting change
- Syncing change with projects
- Ensuring sustainability of change

### Key Skills & Techniques that You Will Learn:

- Manage the people side of business transformation
- Develop a winning change management strategy
- Assess your organization’s readiness for change
- Create an effective communications plan
- Proactively manage resistance to change
- Successfully engage staff, management and leadership
- Become a high-performing agent of change  
Make good group decisions

### Who Should Attend

Managers, supervisors and administrators who will benefit from better problem solving and change management skills, and business professionals who want to take their critical thinking to the next level by using both their experience and intuition to make the right moves and changes.