

Introduction to Change Management Course Outline

Introduction

Businesses often recognise the challenge of getting people to change shortly after implementation has started. The new approach is expected to go in unopposed but when the welcome mat doesn't appear the project team scrambles to do some patch up communication – often with poor results. But despite this reality there is still a bias against investing in change management activities because they aren't seen as a prime objective for the project or programme.

Managing people change is a critical skill in today's world of rapid and continuous change. This programme provides both the critical skills and a framework for the successful management of people change.

Objectives

This two-day programme focuses on the essential change management skills and processes needed for, process and IT based, change programmes. A framework is provided for you to successfully manage the transformation of your people. The course will enable delegates to:

- > Recognise the important role that people play in making business transformation successful.
- > Discuss the fundamental challenges in getting people to change and for that change to be sustained.
- > Understand and be able to apply the key steps required to successfully manage people change.
- > Apply their knowledge to a project or programme to effectively manage the change of people's behaviour.

Course Content

Introduction to Change

How do people react to change?
Why does change fail?
Explore the impact and consequences of change.

What is Cultural Change?

Understand how you can characterise a culture using a Cultural Web.
Understand what is involved in changing the cultural paradigm.
How do national cultures differ.
Understand how cultural diversity can shape corporate cultures.

Preparing for Change

Developing a Case for Change.
Who are the stakeholders?
Assessing concerns and potential resistance to change.

Assessing the readiness for change.
Establishing an appropriate governance structure.

Change Management Plan

Defining the principles on which the change will be managed.
Developing a change management plan.
Change Agents.
Developing a Communication strategy and plan.
Aligning with the project or programme plan.
Creating a reinforcing change process.

Initiating and Sustaining Change

Training programmes.
Managing the challenges that arise in initiating and sustaining change.
Aligning the organisation.
Continuous improvement.

Assessing Impact

Planning Change

Initiating Change

Sustaining Change

Who should attend?

Business and IT executives, managers, project managers and team managers who will be involved in managing the transformation of people.

Follow-up coaching

How often have you left a training course full of enthusiasm to apply your newfound knowledge and then reality imposes self and your good intentions flounder. To initially help individuals and teams avoid this structured coaching can be included in a in-house programme. The coaching is focused on the business transformation projects that you are planning or are already in progress.

The coaching is for individuals or teams that have attended the course and can be organised as half day or full day sessions depending on your requirements. The initial coaching programme should be agreed prior to the course. A structured coaching approach is used with each individual or team. A questionnaire is used initially to determine the priority coaching needs. The coaching session agrees an action plan based on the priority needs. Progress against the plan is reviewed in a 2nd coaching session 2 to 4 weeks later, the next learning steps are then planned. The initial coaching can be extended to provide support on an ad-hoc basis, or scheduled for the duration of a project or programme, please ask for details.

Course materials

Each attendee will receive a set of course material which includes a copy of the presentation material and template documents for the key change management deliverables.

Customisation

The training and coaching programme can be customised to meet specific client requirements.

Duration

The course takes place over two days, the in-house version is for up to 15 people. A further 4 days of coaching are recommended to ensure a maximum return on your training investment.

Course arrangements and bookings:

This course is for in-house delivery only. A list of the facilities required will be made available when course is booked. Facility costs for in-house courses, on or offsite, will be borne by the client. Please contact Business Transformation (Training and Coaching) to discuss your requirements.

“People rise to the challenge when it’s their challenge.”

Anonymous

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