

Introduction to Change Management

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 processes and skills needed for organisational, process and IT 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

- Change models and how to use them
- Case for change
- Stakeholder analysis
- Understanding and addressing resistance to change
- Analysing and changing culture
- Understanding cultural diversity
- Developing a change management plan
- Managing change benefits
- Change agents and their role
- Developing a communication plan
- Assessing readiness for change
- Creating a reinforcing change process
- Aligning change with the project plan

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

Anonymous

Who should attend?

Business and IT executives, managers, project managers and team managers who will be involved in defining and managing people change.

Further information

Please contact Denis Mahoney at Business Transformation (Training and Coaching) on 07766 333294 or be email at denis.mahoney@business-transform.co.uk.