

Tytuł szkolenia: Management of Change Foundation

Kod szkolenia: HE601S

Wprowadzenie

In order to deliver the desired outcomes, transformation projects need to address the people, process, and technology aspects. Most projects are diligent about design and execution around process and technology, but the people component is often given minor consideration or is overlooked altogether. A positive and sustainable user experience is key to the success of any transformation. Smooth transitions rely on a well-prepared and supported workforce. People need to understand and embrace the change that is happening.

They need to see the big picture from the organizational perspective and they need to understand the impact of the change on their individual roles, responsibilities, workloads, and daily tasks. A well-designed user transition, built on a plan to prepare and support the workforce throughout the process, is a key success factor to avoid business disruption. This course provides an in-depth overview of a practical approach to Management of Change, a formalized method for transitioning individuals, teams, and organizations to a desired future state. The course goes into the theory behind the approach, complements it with concrete examples and best practices, and strengthens the learning with exercises and a comprehensive concluding case study.

Adresaci szkolenia

IT and business professionals that are deeply involved in the execution of (IT) projects that involve change and therefore need an in-depth overview of the topic of Management of Change including:

- Change leads and agents
- Project and program managers
- Workforce development staf

Cel szkolenia

By the end of the course, you should be able to meet the following objectives:

- Show the need for Management of Change
- Explain the psychology of change and its effect in the workplace
- Understand the typical flow of an MoC engagement
- Explain the crucial role of the executive sponsor and managers in change projects
- Describe the essential elements of effective stakeholder management
- Understand the organizational aspects of an IT change
- Explore the success factors of an effective communication plan
- Understand the options to effectively upskill the workforce

Czas i forma szkolenia

- 21 godzin (3 dni x 7 godzin), w tym wykłady i warsztaty praktyczne.

Plan szkolenia

1. What is Management of Change (MoC) and Why is it Important?

- Explore survey results
- Explain the importance of MoC
- Define MoC
- Identify what is needed for people to adopt change

2. Why do People Resist Change?

- Explore resistance to change
- Learn strategies to deal with resistance

3. MoC Components

- Identify the eight key success factors for effective change strategy
- Provide an overview of the typical components of a MoC approach

4. MoC Assessment

- Learn to perform a change assessment
- Explore the HPE Change Impact Analysis Workshop

5. Sponsorship and Leadership

- Identify the two project roles crucial for transformation success: the executive sponsor and the managers (including every business and line manager affected by the change)
- Review the roles and responsibilities of the executive sponsor
- Review the roles and responsibilities of managers

6. Stakeholder Engagement

- Learn how to engage with identified stakeholders
- Understand viewpoints
- Determine support requirements
- Establish a program of activities

7. Organizational aspects

- Explore potential impacts on the organization including
 - New roles that are needed
 - Different organizational structure
- Touch upon critical aspects of the impact of IT changes on the organization, the team and the individual

8. Communication

- Learn how to design and execute a successful communication plan
- Explore the variety of media available to deliver timely information to user communities

9. Upskilling

- Explain the steps to develop an upskilling plan
- Provide concrete examples of learning materials
- Review keys to success

10. Bringing it all together

- Put everything into practice
- Discuss and present a MoC approach for a specific IT change project

This course is designed to support the application of Management of Change practices. 50% of the course is lectures (theory, demonstrations and real project examples). 50% of the course is individual and group exercises, discussions and case studies.