SETC Training Corporate Logo

Change Management Training: Mastering a Process Approach to Change (GWDPR, 2 jours)

Description

The course Getting Work Done with Processes (Change Management Training) is an exploration of process-based change management. You learn to apply process science to organizational change management in complex environments. The training includes the use of processes in the design & execution of effective organizational change and reorganization. The workshop provides opportunities to explore and discuss every aspect of organizational change including culture, people, strategies, techniques and tools. This management level workshop is immersive, effective and efficient.

Tarifs

- Tarification: $1,500/person
- Rabais de 10% lorsque vous inscrivez 3 personnes.

Plan de cours

Change: What is it and why is it so difficult?

- Why is making changes so difficult?
- Understanding Change from a People Perspective
- Understanding Change from a Business Perspective
- First Things First: Defining and Understanding the Drivers of Change
- Why Change Fails!
- Traditional versus Agile Project Management
- Applying Agile Principles to Change Management
- An 8-Step Change Management Process

A Process Perspective to Change Management

- What is a Process?
- Process Models of Change
- Leading Change: A Process Perspective
- Patterns of Change
- Recognizing the Need for Change
- Identifying what Needs to be Changes
- Starting the Change
- Building Change Relationships

Leading and Managing People

- The Importance of Organizational Culture
- Leadership and Change Management
- Power, Politics and Stakeholder Management
- The Critical Role of Communication in Change Management
- Being an Agent for Change: Motivating Others
- Supporting People through Change

Planning and Preparing for Change

- Designing Implementation Strategies
- Identifying Business Requirements
- Creating and Maintaining Requirements Documentation
- Creating a Change Plan
- Options and Strategies for Intervention and Guidance

- Conducting Research for Action and Alternatives
- Effective Questioning and Inquiry
- Implementing Continuous Improvement
- High Performance Management
- Business Process Reengineering

Implementing, Measuring and Sustaining Change

- The Change Cycle: Plan, Do, Check, Act
- Understanding the Role of Performance Metrics
- Choosing and Measuring Key Performance Indicators
- How to Make Changes to the Change
- Keeping the Change on Track
- Validating that Requirements have been Achieved
- Consolidating Wins and Moving Forward
- Avoiding the Pitfalls of Micro-Management and Procedural Processes
- Avoiding the Pitfalls of Scope Creep

Key Tools and Techniques

- Effective Communications
- Managing the Emotional Factor
- Managing Conflict
- Doing Good Research
- Making Good Analytical Choices
- The Importance of Task Planning: Plan the Work

Putting it All Together

- A Group Discussion on the use of Processes in the Client Organization