
Change Management Best Practices

One Day Course

This course is designed to give participants the resources and knowledge to confidently apply change management principles and tools.

Objectives of the Course

1. To build the business case for why managing change is important to success
2. To understand foundational principles of organizational change and managing change
3. To learn change management best practices used by thousands of organizations
4. To understand what tools are available to identify, manage and address people issues during change
5. To practice using selected tools to manage change issues
6. To make personal and group commitments to using what you've learned

Detailed Agenda

Introductions

- Personal Introductions and program overview
- Successful versus Unsuccessful Change.

Module 1: Change Management Best Practices and Understanding Change

- Transitions – the three phases (current state, transition, future state)
- Drivers of Change
- Why Manage Change
- The Eight Constants of Change
 - Constant #1 It Takes A Village – this section focuses on the importance of personal transition
 - Constant #2 An Object At Rest Tends to Stay at Rest – this section focuses on dealing with resistance
 - Constant #3 Old Trees Have Deep Roots – this section focuses on the importance of culture, perceptions and experiences with past change
 - Constant #4 Get to the Heart of It. – this section highlights the importance of having an analytical and emotional appeal to drive change including the importance of “what’s in it for me” and tacit communication
 - Constant #5 Beware the Paparazzi. – this section focuses on the role leaders play during change
 - This includes an interactive exercise where participants discuss who is a change leader and what characteristics does he or she have
 - The Do’s and Don’ts for leaders
 - Constant #6 You Can Say That Again – this section focuses on the importance of communication strategy and planning
 - Constant #7 If They Build It They Will Come – this section focuses on stakeholder identification and involvement strategies
 - Constant #8 You’re Not in Kansas Anymore – this section focuses on structural reinforcement strategies necessary to sustain change

Module 2: The Change Management 101 Methodology and Model

- Assumptions – change management is just one piece of the overall effort for a project. Strategies, goals, project management, team building and more all play a role.
- Pocket Guide Introduction – an introduction to the Change Management 101 Methodology phases and stages
 - Contents of the pocket guide
 - How to navigate the pocket guide

Module 3: Using Change Management Tools

- Change Readiness Audit
- Stakeholder Analysis

Project Planning and Next Steps

- Create Personal Action Plan
- Start your Change Management Workplan – participants build on the work from the session and create next steps to integrate change management into their project
- Wrap –up discussion