

## Taking Charge of Organizational Change

**Course Code:** 1150

**Course Duration:** 1 day

Projects, by nature, are a unique endeavor. Often, projects result in changes and those changes affect people. When they do, there is the potential for disruptive resistance. Too often, the outcomes of projects are disruptive when they do not need to be. If this resistance is not managed and redirected, it will very likely undermine project success and may even result in failure. When a project affects people, processes or the culture of an organization, the changes must be introduced with care and concern for those involved. Understand what motivates people to accept the change (or not) and become a powerful proponent for it. Long-term, sustainable change requires careful planning and effective management of the transition process. Change must be part of an evolutionary process, not a revolutionary one.

**Course Description:** This course provides a solid framework of proven techniques for planning and directing organizational change within a complex organization. Become a change leader for your organization. A systematic approach is introduced, along with guidelines and templates to manage the introduction and implementation of change at every level of your organization.

### Topics List:

- Assessing the extent of organizational changes
- Prioritizing the severity and nature of proposed changes
- Evaluating the potential for project success despite resistance
- Developing an action plan for introducing changes including a communications strategy
- Defining metrics for use in the measurement of success
- Using and applying a change management template

### Outline

1. Recognizing Change
  - a. Issues and obstacles related to change
  - b. Categories of changes
  - c. Approach to organizational change
2. Reactions to Change
  - a. Temperament theory and how people react to change
  - b. Eight types of intelligence
  - c. How people learn differently
  - d. Types and implications of resistance to change
3. Change Management Planning
  - a. Planning for organizational change
  - b. Planning documentation
  - c. Assessing the need for change

- d. Stakeholder analysis
  - e. Organizational readiness for change
  - f. Developing a change management action plan
4. Implementation
- a. The role of leadership
  - b. Leadership styles
  - c. Leadership responsibilities
  - d. Tips for coaching and support
  - e. Obstacles and barriers to change

**Who Should Attend:** Project managers, functional managers, senior managers, project sponsors, team members, anyone managing or affected by change.