

Course ID

LCHANGE

Course Duration

3 days

Course Title

Leading People to Embrace Change

Related Courses

- People in Projects: Foundation for Project Success (PEOPLE, 3-4 days)
- Controlling Project Risk: Managing Threats and Promoting Opportunities (RISK, 3 days)
- Project Management: A Comprehensive Course and Simulation (PROJMGT, 5 days)
- Project and Team Management Workshop (PROJMGT4, 4 days)
- Project Management Workshop (PROJMGT2, 2 days)
- Advanced Leadership Workshop: The Vision, the Strategy, and the Execution (LEAD3, 3 days)
- Leadership: Becoming an Effective Confident Leader (LEAD2, 2 days)
- Leadership: Be the Leader Others Want to Follow! (LEAD, 1)
- Step up to Supervision! (SUPERVISE, 2 days)
- Coaching for Superior Performance (COACH, 2 days)
- Team Play (TEAMPLAY, 2 days)

Aimed At

Project managers, managers of project managers, functional managers, and executives with responsibility for project outcome, Project Management Office staff

Group Size

6 – 20

Prerequisites

You should have familiarity with basic project management concepts and some experience in the planning and execution of projects.

Course in a Nutshell

Technology is, by its nature, a change agent. Anyone who introduces technology into a workplace, whether as business software, communication tools, or computing devices, also lays the foundation for change in reporting relationships, work patterns, and job titles. As we all know, change is seldom welcome and is often fought. Many technology projects, although planned and executed flawlessly, have nonetheless gone down in flames due to the unwillingness of the intended audience to accept the accompanying change. This does not have to happen.

This workshop goes beyond the standard project management curriculum to teach specific strategies and actions that anyone responsible for a project can use to ensure that the intended targets of change are able and willing to embrace it. We will lead you through a series of exercises, each of which contributes to an understanding of how to develop and execute an organizational adoption plan.

You will leave with concrete, actionable plans that you can use to build on existing support, identify and manage potential trouble-spots, build and execute a marketing campaign, leverage the good intent and high standards that are common in most people, and convert resistance to change into acceptance of the inevitable.

Customize It!

Are you planning a project that will create significant change in your work environment? We can customize the course content to help you develop an organizational plan specific to your project environment.

Learn How To

- List the organizational factors that can make or break your project
- Describe how each project role can contribute to organizational adoption
- Identify and leverage your built-in support team
- Uncover what is needed to make your audience successful
- Design a marketing campaign that can deliver your message
- Gain a deeper appreciation of what it means to deal with resistance to change
- Manage organizational change as a project
- Write and implement an organizational change plan
- Plan a systematic approach that can work in your projects

Course Outline

Part I: Defining the Impact of Change

- Sources of project success
- Human factors at work
- Impact of organizational change in IT projects
- Why IT projects provoke such a reaction
- Resistance to change
- Why employees resist change
- Why managers resist change
- Causes of poor organizational change management
- What happens when resistance to change is not managed well
- How not to manage resistance to change

Part II: Managing Organizational Change

- What is organizational change management?
- Creating a framework for change
- Organizational change toolkit
- The organizational change plan: Strategy
- The organizational change plan: Tactical approach
- Managing organizational change as a project
- Conducting a readiness assessment
- Implementing the organizational change plan
- Building acceptance of change

- Post-implementation steps
- Wrap-up discussion

How You Will Learn

- A seasoned instructor will present this course in an interactive lecture format with many hands-on exercises.
- Along with the lecture, we will use exercises, group discussion, individual discovery, and interesting group activities to enrich the class and drive home the essential points.
- If you already know something about this topic, we will build on that. We'll compare and contrast what's familiar with what's new, making the new ideas easier to learn as well as more relevant.
- If you have modest project management knowledge, we will use examples and analogies to make the subject matter easy to understand.
- You will receive a printed Participant Handbook which will help you remember and retain what you learned in class and apply it on your job.

Revised

July 8f, 2008