



## Title: Effective Change Management

**Instructor:** John McCormick

**Length of Course:** 2 days

**Description:**

This highly interactive workshop will provide participants with an understanding of and opportunity to practice the linkage between change management tools and the organization change process, and thus establish the enabling conditions for implementation of an effective change management program.

**Program Content:**

Change Management Model

- Awareness of the need for change
- Desire to participate and support the change
- Knowledge on how to change
- Ability to implement required skills and behaviors
- Reinforcement to sustain the change

Uses of the Model

- Planning change management activities
- Diagnosing gaps
- Developing corrective actions
- Supporting managers and supervisors

Three Phase Structure – Phase I Preparing for Change

- Change characteristics profile
- Organizational attributes profile
- Change management strategy
- Change management team structure
- Sponsor assessment, structure and roles

Phase II – Managing Change

- Communication plan
- Sponsor roadmap
- Training plan
- Coaching plan
- Resistance management plan



## Phase III – Reinforcing Change

- Reinforcement mechanisms
- Compliance audit reports
- Corrective action plans
- Individual and group recognition approaches
- Success celebrations
- After action review

## Creating a Change Management Strategy and Plan

- Testing the Change Management Model
- Presentations and Challenges
- Lessons Learned

## What You Will Learn:

- Change Management principles
- Applications of the Change Management Model
- A three Phase Implementation Structure
- Phases in designing and implementing a change management program
- Mapping of Change Management Tools to three phases
- Knowledge to create and defend a Change management Strategy and Plan
- Identify change resistance traps
- Rationale for using a post- change management evaluation process

## Who Should Attend:

Executives, Senior Managers, Supervisors, Project Managers and Leaders responsible for planning, managing and supporting the successful implementation of challenging multi-function change initiatives.