

## Change Management for Projects

This highly interactive workshop is designed to give the participant a solid foundation in the concepts, tools, and techniques of effective change management. While introductory in nature, this course is extremely comprehensive covering why change management is important, the key concepts and the “how to’s” associated with leading change management practices. Participants not only acquire technique-based proficiencies, but also explore why people resist, and what they need to make changes less stressful. The concepts and methods learned are immediately usable in the workplace, leading to faster implementation of various change projects that achieve and sustain higher level results than without effective change management.

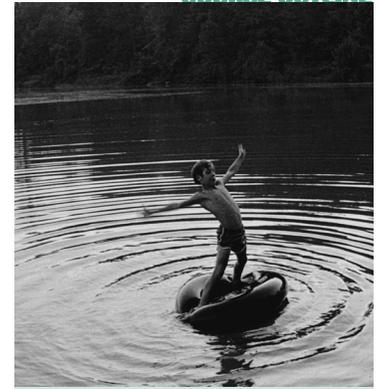
### FEATURES

- Our facilitators bring real-world experience to every workshop.
- Participants will be led, not lectured, through a combination of presentations and hands-on exercises.
- Our workshops provide an experiential environment where participants can take risks and make adjustments based on their results before approaching large projects.
- Our workshop is consistent with the Project Management Institute’s *A Guide to the Project Management Body of Knowledge (PMBOK® Guide)*.

PMBOK is a registered mark of the Project Management Institute, Inc.

### DISCOVER HOW TO

- Build an effective change management governance system.
- Communicate the stages of change - answer the questions why, what, and how.
- Assess the key roles that are required and how to help people play them. Learn why people might resist an additional change they must make.
- Explore the organization’s culture and change history and discover how they affect people’s attitudes about changes.
- Plan strategies to help people become aware, motivated, capable, and to realize the consequences of change.



**DURATION:**  
Traditional - 2 days.  
Virtual - 16 hours.

**CAPACITY:** 20 people.

**WHO SHOULD ATTEND:** those who want to understand how to get people to accept, adopt, and sustain the change required for project success.

**PREREQUISITES:** none.

**PDUs:** 16 credits.

## COMPETENCIES

Justifying change management  
Defining the stages of change  
Validating the current state  
The vision or desired state  
Planning the transition  
Project vs. change management  
Synchronizing the two practices  
Understanding the communities  
Contracting key roles  
Organizing the governance  
Communication requirements  
Learning requirements  
Reward/reinforcement requirements  
Orchestrating key parties  
Assessing history  
Assessing culture  
Understanding resistance  
Planning communication  
Planning learning  
Planning rewards  
Sustaining changes  
Organizing the data

## CHANGE MANAGEMENT AREAS

Defining the change  
Identifying resistance  
Turning resistance to acceptance  
Sustaining change

## OUTLINE SUMMARY

### Change Management Overview

- Why change management?
- Defining change management
- Comparing change and project management
- Overview of the thinking process and tools
- Key roles

### Stages of Change

- Current state
- Desired state
- The transition (delta state)

### What and Who?

- Critical process roles
- Communities
- Governance
- Key roles
- Interdependencies
- Resistance

### Other Sources of Resistance

- History
- Culture
- Who I am

### The Acceptance Journey

- Knowing
- Wanting
- Capability
- Consequences

### Change Management Strategies

- Communication
- Learning
- Rewards

### ROI

- The business case
- Sustaining change

### Tools to Support the Critical Aspects of the Process

- Exercises for class application
- Templates for use in the workplace

**Sys·tem·a·tion®**

Get to the Heart of the Matter.®