Managing Change Successfully - 2

This is the second of a pair of one day workshop that explains the life-cycle of change within organisations. It is designed for senior managers and CEOs of organisations that are about to undergo a period of change or who are going through a major change process.

Learning Outcomes

The key learning points for this workshop will be:

- Understand the change life-cycle
- Quantifying success for change processes
- Delivering the planned outcomes

Approach

The workshop will be split a follows:

Understanding the change lifecycle

We will look at a number of change models and define common elements. We will then investigate the content and control of the key aspects/phases in any change process:

- Ending/Neutral/Beginning
- Preparation/Implementation/Consolidation
- People, Processes, Technology, Organisation

Measures of success during change

We will look at the reasons for change and how to develop workable metrics for assessing the impact of change and measuring the success of the change. We will cover:

- Feasibility metrics
- Change Programme Success Criteria
- Benefits Management

Planning a change process

We discuss the difference between Programmes and Projects and between Outputs and Outcomes. We look at breaking the change process down into manageable chunks through delivering outputs that will contribute to overall outcomes.

Benefits Management

The next session looks at the activities required to ensure that the expected benefit are realised by the change process. We will discuss implementation and handover and investigate the problems of ensuring production/operation teams still deliver the planned benefits.

Understanding roles and responsibilities

The last session looks at who is involved in change. We will look at the various roles and relationships in a change project, developing a greater understanding of how various people can influence change and what leaders can do to manage those influences. Attendees will then work in pairs using either an example change process or one of their own projects to:

• Build a Stakeholder Map
• Develop drivers and needs (WIIFM)
• Construct a Communication Plan

A review of learning points

Each workshop ends with a review of what has been learnt. In addition, I will ask attendees to reflect on ways in which they can implement the lessons of the day into their work life and their next change project.

End