



This one-day experiential learning program provides participants with an understanding of the fundamental concepts and organizational benefits of effective change management. The program is designed to provide awareness and desire for additional knowledge around change management.

WHO IS THIS COURSE FOR?

- Senior leadership evaluating how change management can benefit their organization
- Key stakeholder groups that are impacted by significant organizational changes
- High-potential leaders that need a better understanding of change management fundamentals

This program is not designed for change management practitioners and does not include any level of certification.

LEARNING OBJECTIVES

During the Change Management Workshop, participants will:

- Establish a shared definition of change management and how it impacts organizational outcomes
 - Understand the research and best practices around change management
 - Understand the factors that drive change management return on investment
- Understand the interconnection between change leadership, change management and project management outcomes
 - Develop an awareness of the three phases of organizational change
 - Understand and apply the Prosci ADKAR Model for individual change
 - Identify resistance to change and understand tactics to address resistance

PROGRAM AGENDA

- What is change management?
 - Creating a shared definition
 - Understanding different types of change
- Why is change management important?
 - Impact on organizational outcomes
 - Mitigating negative consequences
 - ROI factors
- The impacts of change management
- Individual change management
 - The Prosci ADKAR® Model
 - ADKAR assessment
 - Connection between individual and organizational change management
- Organizational change management
 - Preparing for change
 - Managing change and resistance
 - Reinforcing change
- Project change management
 - PCT assessment
- Commitment to action
 - Action items
 - Next steps

COURSE MATERIALS

Participants will receive:

- Program workbook, assessments and handouts
- *Best Practices in Change Management*
- *ADKAR: A Model for Change*