

Management of Change Basics HJ7D7X

In order to deliver the desired outcomes for a business, transformation projects need to address the people, process, and technology aspects. Most projects are diligent about design and execution around process and technology, but the people component is often given minor consideration or is overlooked altogether.

A positive and sustainable user experience is key to the success of any transformation. Smooth transitions rely on a well-prepared and supported workforce. People need to understand and embrace the change that is happening. They need to see the big picture from the organizational perspective and they need to understand the impact of the change on their individual roles, responsibilities, workloads, and daily tasks. To avoid business disruption, there must be an orderly and well-planned user transition—based on a plan to prepare and support the workforce throughout the process.

This course provides an overview of a practical approach to Management of Change, a formalized method for transitioning individuals, teams, and organizations to a desired future state. The course touches upon the theory behind the approach and complements it with concrete examples and best practices.

Audience

IT and Business professionals that are involved in the execution of (IT) projects that involve change and therefore need a general overview of the topic Management of Change as a first step like:

- Business leaders
- IT management staff
- Change leads and agents
- Project managers

Prerequisite

None

Course objectives

By the end of the course, you should be able to meet the following objectives:

- Show the need for Management of Change (MoC)
- Explain the psychology of change and its effect in the workplace
- Understand the typical flow of a MoC engagement
- Describe the essential elements of effective stakeholder management
- Explore the success factors of an effective communication plan
- Understand the options to effectively upskill the workforce

HPE course number	HJ7D7X
Course length	1 Days
Delivery mode	ILT, VILT
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*Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, October 2017

Detailed course outline

What is Management of Change (MoC) and Why is it Important?	<ul style="list-style-type: none"> • Explore survey results • Explain the importance of MoC 	<ul style="list-style-type: none"> • Define MoC • Identify what is needed for people to adopt change
Why do People Resist Change?	<ul style="list-style-type: none"> • Explore resistance to change and the science behind it 	<ul style="list-style-type: none"> • Learn strategies to deal with resistance
MoC Components	<ul style="list-style-type: none"> • Identify the eight key success factors for effective change 	<ul style="list-style-type: none"> • Provide an overview of typical components of a MoC approach
MoC Assessment	<ul style="list-style-type: none"> • Learn how to perform a change assessment 	<ul style="list-style-type: none"> • Explore the HPE Change Impact Analysis workshop
Stakeholder Engagement	<ul style="list-style-type: none"> • Learn how to engage with identified stakeholders • Understand viewpoints 	<ul style="list-style-type: none"> • Determine support requirements • Establish a program of activities
Communication	<ul style="list-style-type: none"> • Identify crucial elements of the communication plan 	<ul style="list-style-type: none"> • Explore the variety of media available to deliver timely information to user communities
Upskilling	<ul style="list-style-type: none"> • Explain the steps to develop an upskilling plan 	<ul style="list-style-type: none"> • Provide concrete examples of learning materials • Review keys to success
Bringing it all Together	<ul style="list-style-type: none"> • Put everything into practice 	<ul style="list-style-type: none"> • Discuss and present a MoC approach for a specific IT change project

Detailed lab outline

As this is an overview course the focus lies on theory, demonstrations and showing examples (80%). 20% of the course are group exercises and discussions.

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