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

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*Realize Technology Value with Training, IDC Infographic 2017, Sponsored by HPE, October 2017*
### Detailed course outline

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<tr>
<th>What is Management of Change (MoC) and Why is it Important?</th>
<th>• Explore survey results</th>
<th>• Define MoC</th>
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<td>• Explain the importance of MoC</td>
<td>• Identify what is needed for people to adopt change</td>
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<td>Why do People Resist Change?</td>
<td>• Explore resistance to change and the science behind it</td>
<td>• Learn strategies to deal with resistance</td>
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<td>MoC Components</td>
<td>• Identify the eight key success factors for effective change</td>
<td>• Provide an overview of typical components of a MoC approach</td>
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<td>• Learn how to perform a change assessment</td>
<td>• Explore the HPE Change Impact Analysis workshop</td>
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<td>MoC Assessment</td>
<td>• Learn how to engage with identified stakeholders</td>
<td>• Determine support requirements</td>
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<td>Stakeholder Engagement</td>
<td>• Understand viewpoints</td>
<td>• Establish a program of activities</td>
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<td>Communication</td>
<td>• Identify crucial elements of the communication plan</td>
<td>• Explore the variety of media available to deliver timely information to user communities</td>
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<td>• Explain the steps to develop an upskilling plan</td>
<td>• Provide concrete examples of learning materials</td>
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<td>Upskilling</td>
<td>• Review keys to success</td>
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<td>Bringing it all Together</td>
<td>• Put everything into practice</td>
<td>• Discuss and present a MoC approach for a specific IT change project</td>
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### 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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