

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

View related courses View now

HPE course number

Course length

Delivery mode

HJ7D7X

1 Days

ILT. VILT

Why HPE Education Services?

- IDC MarketScape leader 5 years running for IT education and training*
- Recognized by IDC for leading with global coverage, unmatched technical expertise, and targeted education consulting services*
- Key partnerships with industry leaders
 OpenStack®, VMware®, Linux®, Microsoft®,
 ITIL, PMI, CSA, and SUSE
- Complete continuum of training delivery options—self-paced eLearning, custom education consulting, traditional classroom, video on-demand instruction, live virtual instructor-led with hands-on lab, dedicated onsite training
- Simplified purchase option with HPE Training Credits

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

^{*}Realize Technology Value with Training, IDC Infographic 2037, Sponsored by HPE, October 2017

Page 2 **Course data sheet**

Detailed course outline

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

Learn more at hpe.com/ww/learnconsulting

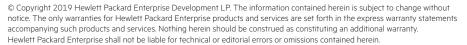
Follow us:











Microsoft is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. The OpenStack Word Mark is either a registered trademark/service mark or trademark/service mark of the OpenStack Foundation, in the United States and other countries and is used with the OpenStack Foundation's permission. We are not affiliated with, endorsed or sponsored by the OpenStack Foundation or the OpenStack community. Pivotal and Cloud Foundry are trademarks and/or registered trademarks of Pivotal Software, Inc. in the United States and/or other countries. Linux is the registered trademark of Linus Torvalds in the U.S. and other countries. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions.

