



*The key to performance*

## Effective Change Management (3 days)

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During this three day course you learn how to manage changes effectively by using the correct methodology and approach.

You take your own change project with you to the training, work on it during the training, present it to a 'management team' and at the end of the course you have a blueprint of a change management plan for your own change project in the company. During the training you receive instruments, worksheets, directives and checklists necessary for a successful change management track.

You learn how to apply them in combination with project management techniques and in process improvement tracks.

### Objectives

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Successful completion of this course will enable participants to:

- understand the principles related to change psychology;
- discovery of the basic principles of change management;
- understand the Change Management Best Practices;
- applicate the change management model;
- learn the "people" side of change and the application in a personal situation;
- apply the Change Management Process;
- learn the phase process for Change Management;
- organize Change Competence;
- connect Change Management to organization projects.

### Benefits

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Students completing this course will learn the different domains of change management.

### Audience

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The change management course targets all managers involved in the management of business or ICT, on the development, implementation or operational side:

- CIOs, ICT Managers,
- Project and Program Managers,
- Service managers,
- Process consultants,
- Quality Managers,
- Change managers,
- IT auditors and governance specialists.

## Speaker

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**Thierry Lesage** is an experienced IT professional, Change Management specialist and Business Process Management Certified consultant. He is active since 1984 in IT business and especially in organization matters since 2001. Today he specialized in both public and private sector on national and international level.

He is co-founder and President of the ABPMP Chapter Belgium.

## Content

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The following topics are treated:

- **Change Preparation**
  - Make use of the most state of the art evaluation tools to set up a Change Management Strategy,
  - Describe the Change Management Strategy,
  - Prepare the Change Management Team,
  - Develop a sponsorship model.
  
- **Change Management**
  - Create effective Change Management plans by using spreadsheets, guidelines and checklists,
  - Communication Plan,
  - Sponsor Plan,
  - Coaching Plan,
  - Resistance Management Plan,
  - Training Plan,
  - Master Change Plan.
  
- **Change Reinforcement**
  - Celebrate success; reinforce resistance by strengthening the Change,
  - Collect and analyze feedback,
  - Diagnose gaps and manage resistance,
  - Implement corrective actions and celebrate success.

## Material

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The course material provided includes all presentation materials, notes and additional handouts.

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### Duration

### Price

### Reference

3 days

1950 €

CGM1.



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## Dates

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- 06-08 February 2012
- 02-04 May 2012
- 27-29 June 2012
- 17-19 September 2012
- 10-12 December 2012