

**Organizational change management (OCM) is needed for success with business improvement and transformational programs. This exercise based course provides insight on OCM and reorganization, technological change and process based change initiatives**

Anyone wanting to gain a better understanding of organizational change management concepts, strategies and methods in order to improve the success rate of transformational programs or process design initiatives will benefit from this course on OCM.

It has been said that “change is the only constant.” Yet, many business improvement and transformation programs fail to deliver their expected business results. The root cause of failure in up to 70% of such programs is due to the inherent lack of ability of people to manage the impact of changes on their project and organization. This course on Organizational Change Management (OCM) is designed for participants who wish to understand the fundamental concepts of organizational change and want to sharpen their skills in developing and guiding a change management program. Reorganization, technological change and process based change all require OCM techniques for successful implementation.

Through exercises, a case study and practical examples, participants will take away a clear understanding of the dynamics of organizational change, and come to appreciate the linkage between OCM and BPM. You will gain insight into the success factors in leading change; including, creating a compelling case for change, using templates for environmental and stakeholder assessments, and the key elements in planning and executing a communications program. You will come to appreciate the different ways of assessing readiness and monitoring the success of your change program.

#### WHO SHOULD ATTEND:

- Business Leaders
- Business Analysts
- Business Process Analysts
- Business Process Managers
- Project Managers
- Business Architects
- Process Owners
- Line of Business Managers

#### COURSE OUTLINE:

- Introduction
  - Types of change
  - Success factors
- OCM Fundamentals
  - History of OCM
  - Leading change
  - ADKAR
- OCM in practice
  - Key templates
  - Key assessments
- BPM and Change Management
  - OCM by phase
- Summary

#### RECOMMENDED PREREQUISITES:

- **BPM 101**

#### SHARABLE, PRINTABLE DIGITAL CREDENTIALS:



*“Extremely strong content that really ties in BPM and Organizational Change Management. The examples used in this course provide a strong background on what is needed for Organizational Change Management to succeed!” – Workiva, Inc.*

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