

# UNDERSTANDING CHANGE MANAGEMENT

## ABSTRACT

*How does change impact an organization? Are stakeholders willing to accept the change? Often, a business analyst will need to assess an organization's readiness. But, how do we address organizations that are not ready?! An overview of organizational change management will be provided with specific analysis and planning techniques that will help address, and manage, resistance.*

## COURSE MODULES

- Module 1: Mobilize Phase
- Module 2: Assess Phase
- Module 3: Solution to Renew Phases
- Module 4: The Individual Change Process
- Appendix: Resources

### 1. MOBILIZE PHASE

- Mobilize Phase Overview
- 7-S Framework
- Change Team Roles
- Stakeholder Impact Map
- Key Messages by Phase & by Target Audience
- Communications Plan

### 2. ASSESS PHASE

- Assess Phase Overview
- System Requirement Impacts
- Job Competency Requirements
- Organization Structure Opportunities
- Policies and Procedures Impacts
- Execute Leadership Strategies

### 3. SOLUTION TO RENEW PHASES

- Solution and Implement Phase Overview
- Ways of Working
- Individual Change Process
- Resistance Management

### 4. THE INDIVIDUAL CHANGE PROCESS

- Solution and Implement Phase Overview
- Ways of Working
- Individual Change Process
- Resistance Management

*Note: The course totals 3 hours. Each module is approximately 40 minutes allowing for at least a 20-minute Q&A at the end.*