LEADING PROJECT-DRIVEN CHANGE

Course Code: 5200H | Length: 1 day | Credits: 7 PDUs/CEUs/Contact Hours

What distinguishes projects from business-as-usual operations is that projects introduce change; therefore, change is a fundamental goal of every project. Yet, many people resist change for various reasons. This resistance, if not accounted for in project delivery strategies, can lead to significant risks jeopardizing the attainment of project objectives.

Through a combination of lectures and individual and group activities based on real-world case studies, this course introduces project managers to the fundamentals of change management practice, helping them to understand the risks introduced by change resistance and how to reduce or eliminate those risks. By incorporating the techniques revealed in this course into their toolkits, project managers will be better able to deal with stakeholders, reduce project delays, increase efficiencies, and reduce the risk of not meeting a project's business case objectives.

LEARNING OBJECTIVES

At the end of this course, participants will be able to:

- Identify barriers to change including stakeholder reactions
- Choose appropriate strategies to address specific change resistance points
- Prepare better stakeholder management plans
- Prepare better project communications plans to build commitment
- Prepare more comprehensive risk management plans
- Improve the chances of meeting project objectives

WHO SHOULD ATTEND

This course is aimed at project managers and those assisting with developing project delivery strategies and preparing project plans including stakeholder engagement plans, project communication and risk management plans, project scope, estimates, and the project schedule.

PREREQUISITE

While there is no formal prerequisite for this course, a basic understanding of project management is recommended.

MATERIALS

Participants in this course will receive a workbook containing copies of the course materials including presentation slides, worksheets and case study materials.

WHAT YOU WILL LEARN

Introduction

- Understanding the change process
- The need for change
- Barriers to change
- Case study activity

The PM's Role in Leading Change

- Change management roles
- The PM's role as a change leader
- The Change Leader Checklist
- Case study activity

Identifying Change-Related Risks

- Anticipating reactions to change
- The Change Model
- Identifying and mitigating resistance-related risks
- Case study activity

Communications Strategies

- Understanding individual responses
- Adapting your communications style
- Stakeholder change analysis
- Announcing upcoming changes
- Case study activity

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Planning for Change

- Best Practices for leading through change
- Case study activity

Wrap-Up

- Summary of key points
- Developing individual action plans
- Course evaluation