

## MasterClass in Sustainable Change Management (3 Days)

### MasterClass Overview

Although change is one of the few certainties of life, it is often met with fear and resistance in the work place when not managed correctly. However, organisations have to change in order to adapt, improve and prepare for the future.

Change can be Strategic, Anticipatory, Reactive or Incremental – each of which needs a different and controlled response. As today's business environment is accelerating the pace of change, effective change management has never been so important.

Expertise on change management will drive forward sustainable performance improvement to keep ahead of competitors, and meet ever changing and demanding customer expectations.

Organisations fall into several categories, some are 'Traditional' and some are 'Modern'. Traditional organisations tend to initially resist change because 'it's not the way we do it here' .....but their competitors are changing. Modern organisations embrace change but sometimes for the wrong reasons...think Dot.Com. Change must be planned and controlled; the process element – the supplier element –the staff element- the customer element must all be given equal consideration. This MasterClass is presented by a worldwide 'Change Management' expert who will guide you through all the complex elements of changing a business environment onto the path of successful reorganisation.

### WHO SHOULD ATTEND THIS CHANGE MANAGEMENT MASTERCLASS

This highly practical and interactive MasterClass has been specifically designed for:

- Business Owners / Managing Directors
- Change and Project Management Professionals
- Change Directors
- Financial Managers
- Business Consultants
- Management Consultants
- Operational / Production Managers
- Senior Management
- Risk Managers
- Procurement Managers
- Strategy Makers
- Customer Service Managers
- Project and Programme Managers
- Human Resources
- Team Leaders

PLUS anyone who is Responsible for / Involved in Performance Improvement and Change Management, or anticipates being involved in future Change Projects



# MasterClass in Sustainable Change Management (3 Days)



***By attending this interactive MasterClass you will be equipped with the skills to:***

- Understand the key principles of effective Change Management for driving the business improvements defined by your strategic corporate policy
- Build and deliver a detailed Change Management Project to:
- Baseline current business performance and identify areas for business improvement
  - Define and agree business performance and change management metrics, Service Level Agreements and other Key Performance Indicators
  - Determine the change management programme and resources
  - Identify the key change management personnel and appropriate organisational structures
  - Select the correct tools, levers and governance procedures to enable the change process
  - Manage the change process to deliver successful results
  - Measure the benefits and implement Continuous Improvement Initiatives
- Understand how to track sustainability of change.
- Achieve significant service delivery and cost reduction improvements in accordance with strategic direction
- Adapt the organisation to meet ever changing and demanding customer expectations
- Anticipate change and prepare the organisation for the changing business environment

## ***THE BMTG TRAINING STYLE***

- BMTG employ best practice interactive training techniques.
- All of our Trainers are highly experienced practitioners who have operated successfully in the field and are with BMTG by reputation and invitation only. We have no 'beginners'. All of our Trainers have themselves been trained in BMTG techniques and our style is common throughout our entire portfolio of courses.
- The BMTG technique involves classroom lecturing, highly intensive case study / role playing sessions, classroom interaction and feedback, one to one coaching from the Trainer, and a final examination.
- BMTG have found this to be one of the most effective training methodologies to date and many large multinationals and training companies have also taken up this approach.

## ***MEET YOUR TRAINING MASTERCLASS DIRECTOR: Patrick Egan***



Patrick Egan has over 20 years industry experience in business improvement and change management for the utilities, oil & gas and customer service sectors. He has worked in his home UK market for several FTSE 100 companies, and overseas in South-East Asia, the Middle East and Africa. Patrick is a Chartered Engineer and Chartered Member of the Institution of Water and Environmental Management.

In 2008 he set up his own consultancy firm, Hydro Mechanical Systems Limited, focussing on business planning, capacity building, performance improvement and delivering change management projects for the utilities market.

## MasterClass Outline

### What is Change Management

- Principles of Change Management
- Key stages of Change Management
- Where are we now? Where do we want to go?
- How can we make the change?
- Introduction to tools and techniques

### Why Change Projects Go Wrong

- Early warning signs
- Eight steps to success

***By completing this module you will understand the underlying principles of change management. You will also examine case studies of why change projects have failed, while recognising what steps are required to ensure your change project is a success.***

### Preparing for a Change Management Project

- Readiness of organisation for change
- Benchmark current performance
- Identify areas for potential business improvements
- Preparing for a change project

***By completing this module you will have assessed whether your organisation is ready for a fundamental business change in improving its performance. You will understand how to benchmark current performance and identify those areas where significant improvements can be made.***

### Performance Analysis

- Building hypotheses
- Root cause analysis
- Introduction to Six Sigma & LEAN

***By completing this module you will understand how to test for the root cause of those business areas where step-changes in performance can be made. You will also have an appreciation of analysis techniques such as 6-sigma and LEAN.***

### Designing the Change

- Charters - setting expectations
- Storyboarding - the need for change

***By completing this module you will be able to communicate your proposed project and business case for go-ahead approval.***

### Managing Change

- Milestones and targets
- Change team interaction with the organisation
- Process Mapping:
- Organisational change:
- Data Management and Reporting:
- Hot-housing - rapid testing of proposed changes
- Understanding resistance to change
- Feedback and coaching techniques

***By completing this module you will understand how to successfully implement a change management project to achieve sustainable results. You will also become familiar with key methods and tools to manage both the technical and behavioural sides of change management. This will include management techniques for overcoming resistance to change.***

### Delivering Results

- Benefits and deliverables tracking
- Key Performance Indicators
- Change governance

***By completing this module you will understand how to track project benefits against programme. You will then learn how to establish lead and lagging KPIs to monitor business performance. Finally, you will understand how to set up a governance structure so that timely and corrective actions can be taken to steer the project to success.***

### Sustainability

- Sustainability tracking

***By completing this module you will be able to assess whether the project benefits are sustainable and organisational behaviour has permanently changed to a willing culture of continuous improvement.***

### Plus up to 10 Relevant Group Exercises