



CONFIDENTIAL
The matter contained in this document
includes proprietary business secrets
of Learning Tree International.
Distribution of this document is restricted
to Learning Tree International personnel
with a need to know the contents.
**NO ADDITIONAL COPIES
SHOULD BE MADE**

Instructor Guide for Course 288
Change Management for IT Professionals

288IG/A.2/106/A.1

by Arnold Villeneuve

Technical Editor:
Bob Black

This document corresponds to the A.2 revision of the course notes

EDUCATION IS OUR BUSINESS®

Timeline

Day 1 Morning	Introduction Chapter 1		42 slides, 2 workshops
Day 1 Afternoon	Chapter 2	two half days	65 slides, 3 workshops, 2 discussion groups
Day 2 Morning	Review Chapter 2	15 min	continue with slides should be at about page 36
Day 2 Afternoon	Chapter 3		52 slides, 2 workshops
Day 3 Morning	Review Chapter 4	15 min	41 slides, 2 workshops, 1 discussion group * extra workshop in workbook on building a communication plan
Day 3 Afternoon	Chapter 5		45 slides, 1 workshop, 1 discussion group
Day 4 Morning	Review Chapter 6 Chapter 7	15 min 1.0 hour start by 10:30	29 slides, 0 workshops, 2 discussions * there is a workshop for Chapter 6 in the workbook if you care to use it called Executing Change Should be finished Knowledge Transfer section before lunch
Day 4 Afternoon	Chapter 7	Should be ready to start last workshop	Ready to start the last workshop of the course. Run workshop from 1 to 2 pm, review workshop from 2 to 2:30 pm and wrap up the course.

Instructor Guide:

Lots of info for each page, however, I am still working on it. I expect it will be revised over the first two public runs.

Additional Instructor References: Part 1 and Part 2:

During the Alpha and Beta course runs, I removed a lot of slides and workshops from the original course notes as I had way to many. I have included all of the slides I removed in these two Additional Instructor Reference guides for your assistance and information. There are additional workshops and discussion items in here that you may wish to use if you have a group that is not talking much or is challenging you in other ways.

Change Management Research CD ROM Disk:

During my research for the development of this course, I collected quite a bit of information about change management. I have created a CD ROM DISK with all of the information I collected and can provide this CD to you directly. Please send you this CD directly. Please email me at info@networkologist.com

Additional Classroom Material:

1 x easel board with wall stick paper for each group of four attendees
1 x color easel board pens
1 x pack of colored pens (red, green, blue, black) for each attendee – instructor pen pack is good

- your own collection of change management books
- your own collection of change management resource information (videos, magazines, university info on change management certifications, etc.,)

Recommendation:

I recommend strongly that you consider having your laptop available for a demonstration of the Matrix for Change software. It is really quite a neat piece of software and will provide you with an opportunity to burn up some time is you are ahead of the time line.

Well, best of luck. Please do provide feedback. I would like to ensure you are comfortable teaching the course and can only do so if you provide written feedback to me.

Arnold Villeneuve
P.O. Box 100
Cumberland, ON CANADA
K4C 1E7
Tel: 613-833-0984
Fax: 613-833-0855
info@networkologist.com
www.networkologist.com

Course Objectives

In this course, we will

- Explore the concept of change and its relationship to you and your workplace
- Define change and change management
- Build a change management structure for a workplace environment through policies and procedures
- Assess risks and the impact of change on opportunity
- Create a plan to effectively communicate change in the workplace while minimizing resistance to the change itself
- Formalize the change management process and plan for ongoing change implementation
- Learn how to execute change in a determined and decisive manner
- Evaluate the impact of change and promote your successes

Notes:



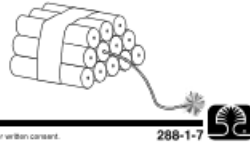
Course Contents

	Introduction and Overview
Chapter 1	Introduction to Change Management
Chapter 2	Building a Change Management Framework
Chapter 3	Determining Change Impact and Selection Criteria
Chapter 4	Minimizing Change Resistance Through Effective Communication
Chapter 5	Successfully Planning Change
Chapter 6	Executing Change Decisively
Chapter 7	Evaluating Change and Promoting Success
Chapter 8	Course Evaluation
Chapter 9	Course Summary

Notes:

Who Does Change Management?

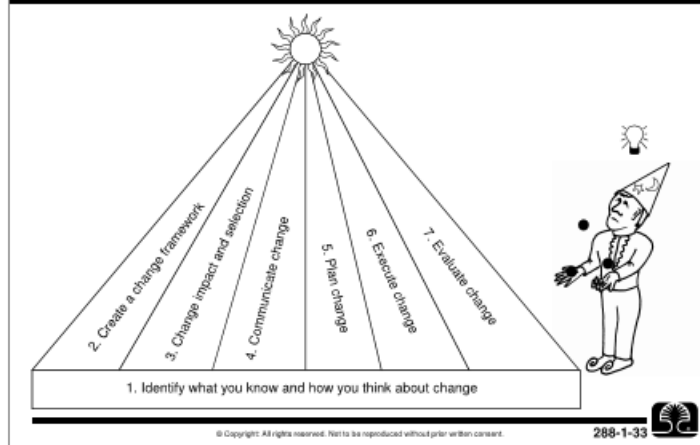
- **People involved in change management fall into several categories**
 - Change motivators/managers/sponsors/champions
 - Change enablers/officers/agents
 - Change support
 - Change targets/clients
 - Change disrupter
- **Events initiating the change process are called**
 - Change triggers/detonators/activators
- **When you are in charge of change, follow these steps to success:**
 - Formalize change management process
 - Recognize the opportunity for stepped change vs. wholesale change for projects
 - Promote integrated initiatives
 - Test pilot projects, dispute resolution
 - Mitigation strategies, contingency plans
 - Communication channels, incentives



Notes:

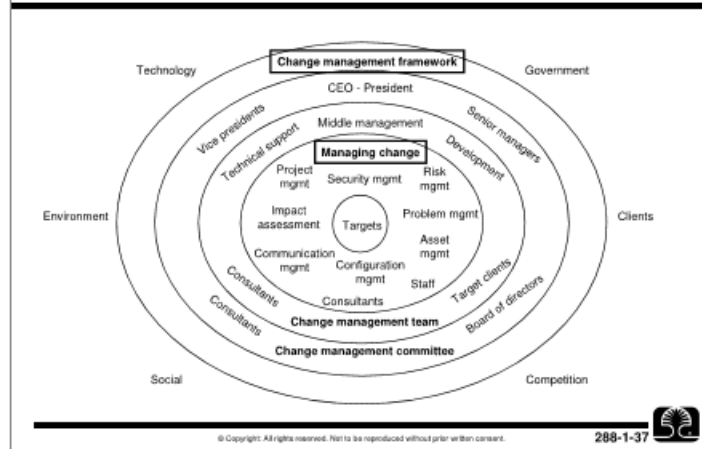
Everybody pulls the levers of change. Some in positive directions, others in negative directions. Some help, some hinder, some direct, some create the vision.

Seven Phases to Successful Change Management: Building a Change Management Pyramid



Notes:

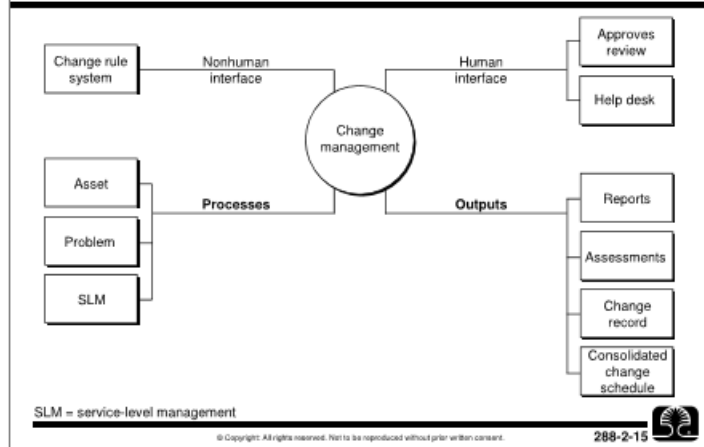
Change Management vs. Managing Change



Notes:

This is an important slide. Many people confuse “Change Management” with “Managing Change.” Managing change to me involves the workers who actually perform the change. Change management is the discipline that is used to reduce the impact brought on by those managing change.

Change Management Process



Notes:

Once policies are put in place, there must be a process/method for dealing with change. This process becomes the change management plumbing. The rules are the non-human side of the equation. When the rule is followed, the human side comes into play.

Change Rocket



- Change should evolve through your organization

- Concept
- Ideas
- Facts
- Evaluation
- Delivery



© Copyright. All rights reserved. Not to be reproduced without prior written consent.

288-2-17



Notes:

A successful change management process is like a rocket:

- Generate Ideas for Change
- Brainstorm all potential possibilities
- Document your options
- Evaluate and make selection
- Deliver change



The Change Champion	
► Change Management Structure	Phases Overview
Integrating Change Management Into the Workplace Structure	Establishing Change Management Policies and Standards
Approving Change in Your Workplace	Change Management Structure: Rules, Roles, and Responsibilities ◀
Chapter Summary	Defining Change-Reporting Mechanisms
	Workshop 2.2: Creating Change Approval Categories and Authorization Levels



Notes: