

HP Education Services Course Description

Managing Organizational Change (HE601)



This course will introduce concepts needed to participate meaningfully in the management of people through transitional and transformational organizational changes, achieving adoption, facilitating the move from the current state to the future state with individuals assuring internalization of the change. The concepts introduced are best practices for Stakeholder Management, Leadership, Communication and Engagement, Competency Management and a suggested MOC Process approach discussed in four phases: Analyze Design, Implement and Manage. This three-day course is 50% lecture and 50% hands-on.

Audience

This course is intended for the IT professionals that are involved in the execution of transitional and/or transformational organizational change:

- IT Managers
- Project Managers
- Process Architects
- ITSM Consultants
- HRM Managers

Prerequisites

- Attained the ITIL Foundations Certificate (EXIN or ISEB)
- At least 3 years practical experience in managing people and IT processes

Course Objective

Upon completion of this course participants will be able to:

- Understand why Managing Organizational Change is important
- Understand the psychology of change and its effect in the workplace
- Implement and manage effective Stakeholder Management
- Implement and manage effective Sponsorship and Leadership
- Understand the success factors of MOC and know how to leverage on them
- Understand the barriers to MOC and know how to mitigate or handle them
- Appreciate the necessary stages of a MOC methodology and supporting tools/templates

Benefits to You

Most strategic initiatives fail when we do not carefully consider the dynamics introduced by the change required. This is true of all ITIL deployments and other major changes that organizations today must deal with. This course will therefore:

- Provide a useful framework for managing the organization from current state through a painful transition to a desired future state
- Provide information to build the business case for MOC

Course Title: Managing Organizational Change

HP Product Number: HE601

Category/Subcategory: ITIL/ITSM

Course Length: 3 days

Level: Intermediate

Delivery Language: English

To Order: You can order this course online at <http://www.hp.com/learn>. At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

Next Steps: ITIL Practitioner Training

Next Steps: ITIL Service Manager Training

Detailed Course Outline

Day 1

- Welcome and House keeping
- Introduction to Managing Organizational Change
- Why Managing Organizational Change / Benefits
- Challenges of Organizational Change
- Stakeholder Management Part One
- Sponsorship and Leadership
- Practical Tips

Day 2

- Stakeholder Management Part Two
- Managing Organizational Change – an Holistic Overview
- Managing Organizational Change Part One: Analysis
- Managing Organizational Change Part Two: Design

Day 3

- Stakeholder Management Part Three
- Managing Organizational Change Part Three: Implement
- Managing Organizational Change Part Four: Manage

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