

ERP CHANGE MANAGEMENT TRAINING AND EDUCATION EVENT

- The Change Management Team

24 October 2019



Presentation

Change Management Intro Roles and Responsibilities

What is your role, as Change Manager in the ERP project, and which responsibilities follows your role? During this session, we will deep-dive into the different roles in a change management relation and give you a better understanding of how to execute your responsibilities in the ERP project.

EM PM LM TL SP

Presentation

PROSCI Toolbox Intro Questioning the Organizational Readiness

Introduction to the PROSCI tool box
We will learn more about the comprehensive change management tool box from PROSCI. We will focus in on the organizational readiness assessment tools. In this session we will not focus on the ADKAR tool, since we have dedicated separate sessions for this. This will give you the insight into what tools we are using on programme level to assist and support you in making the change happen.

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Focused coaching

The Psychology of Changes Hypes and Despairs

Most humans are not made for change, so how do we manage the psychology of change? In this coaching session, we will add a theoretical layer to understand the different psychological phases we go through, as we experience change. Which allows you to be in a position where you can prepare for the phases to come. We will be inspired by "Resistance to Change" by Rick Maurer and "The Eight Step Model" by John Kotter.

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Focused coaching

ADKAR for Individuals How to move our self and other individuals?

This coaching session goes from theory to practice. During the session we will go over how to use ADKAR on an individual in every day work situations to move yourself or other colleagues from one state to another.

PM TL LM

Focused coaching

My Change Management Plan Get a clear view of what to do next

Are you in doubt about how to handle change management activities in your area? In this session we will help you formalize a CM plan and you will leave the session with a clear understanding of what to do next.

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Workshop

Local Future Events

How to bring people along

Let's inspire each other on how we bring people along on the ERP project. What kind of events have you held before and how did it work? In this session we will have an open discussion of different types of events, which may inspire you for your CM plan.

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Training and exercise

ADKAR for groups

How do we move groups?

What is your role, as Change Manager in the ERP project, and which responsibilities follows your role? During this session, we will deep-dive into the different roles in change management relation and give you a better understanding of how to execute your responsibilities in the ERP project.

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Training and exercise

Transactional analysis

How do we speak to each other in conflicts?

A big part of being the local change manager, is engaging in dialogue with colleagues who may not support and understand the upcoming change in the same way you do. In this session we will train you in transactional analysis, which is a way to distinct three character types in dialogue (Child, Adult & Parent). Learn how to identify and handle the different characters you may encounter in your role as change manager in the ERP project and help you create a fruitful dialogue.

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Training and exercise

SMART Targets

How do we set goals desirable to achieve?

Introducing smart targets - learn to set specific, measurable, ambitious, relevant and timely (SMART) targets for your CM initiative. SMART targets can be useful when developing your CM plan, as you will be able to consider several perspectives of one initiative. By the end of the session you should be able to live and breath SMART targets.

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Training and exercise

RACI and Delegation

Tools to create ownership and involvement

Part of making a CM plan will also be to delegate tasks and consider who should be informed and who should approve different parts of an initiative. In this training session we will go over RACI matrix and delegation, which will help you create direction. Furthermore, having a transparent understanding of responsibilities, will help create ownership and involve employees.

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