1-Day –
The People Side of Change / Business Process Reengineering

Description

Although Business Process Reengineering (BPR) began with a focus on process and technology, the success of BPR programs ultimately falls on the ability and desire of people to implement the improved processes and new technology.

This course gives managers and team leaders a view of what they may experience as they work through people to bring significant change in processes, people, information and technology.

The course provides simple frameworks and tools for breaking down the work of managing change. It may be serve as an introduction to a broader set of change-related education. Team exercises solidify the learning process.

Objectives

- Improve the success of business change efforts: results, cost, and duration.

- Learn how the "People" aspects of change relate to other kinds of change

- Identify the reasons for resistance, and how to overcome them.

- Learn how to choose project management styles and communicate effectively in times of change.

Who Will Benefit

- Executives, Sponsors, Managers and leaders of projects for: business process improvement, organizational restructuring, new information systems, or facility realignment, expansion or re-arrangement

- Leaders of Lean, Six Sigma and Operational Excellence programs.

Timing

Duration: 1 day

Start: 8:00
AM Break: 10:30
Lunch: 12:00 – 1:00
PM Breaks: 2:15 & 3:45
Adjourn: 5:00

Course Outline

A. **THE CHANGE CHALLENGE**
   - BPR-related changes that affect us the most
   - Key results of "People" improvements
   - How BPR may impact people
   - Increased conflict within the organization

B. **RELATIONSHIP OF THE "PEOPLE" SIDE OF CHANGE TO OTHER DIMENSIONS OF CHANGE**
   - Changes focused on People and Organization
   - Managing change via people: Process / practice, Information Systems, Facilities, Metrics
   - Assessment, planning, design and implementation

C. **COMPONENTS OF THE PEOPLE SIDE OF BPR**
   - Change Management Framework
   - Need, Vision, Steps vs. Resistance
   - Components of Managing Change
   - Leading, Planning / Implementing, and Communicating
   - How to align improvements across people and process

D. **RESPONSES, PERSPECTIVES AND HOW TO OVERCOME RESISTANCE**
   - Questions you must answer
   - Human response to change
   - How to overcome resistance
   - Project and program management styles

E. **CRITICAL SUCCESS FACTORS FOR MANAGING CHANGE**
   - 12 critical success factors, ranging from understanding politics and personalities to demonstrating early successes

F. **COMMUNICATION PLANNING & EXECUTION**
   - Planning and execution
   - Audience, message and from whom
   - Event, timing and method

                                   Course 1-PSC