

Leading Change: A Collaborative Approach

Objective : Change is an everyday experience of managers nowadays. A change initiative brings about change in corporate strategy, organization, role & responsibility, process, product/service to customer, and all other aspects of an enterprise.

It is always manager's challenge to manage the "before", "during" and "after" stage of the change project, while keeping customer and employee satisfied. A change project is best delivered through active participations of various stakeholders, especially the members of the change project team.

Manager is smart enough to prepare a plan to manage changes. Unfortunately, every plan is just some nice ideas on a drawing board which requires people to execute accordingly. And people are usually the major stumbling blocks. It's more effective to allow stakeholders to implement their own plans which are based on their expertise in their respective functional areas. How well you lead people will determine how well the result of the change initiative. Needless to say, a company which can carry out changes quickly is more likely the winner among competition.

The key success factors of a change project are around:

- Early discovery of change
- Readiness in people, process and tools
- Flawless implementation
- Smooth transition
- Full integration

At the end of this workshop, you will be able to:

- Fully understand a framework of change
- Effectively tell others the justifications of change
- Systematically manage the change
- Readily see the impact of the change
- Significantly measure the progress and success of a change initiative

Format : Lecture (60%); Case study & group discussion (20%);
Simulation exercise (20%)

Key Topics :

- The change framework
- Roles in a change initiative
- Corporate and business strategies

- Identify and bridge the gap
- The Molecule map
- Stakeholders analysis
- Dream impossible dream
- Assess Impact
- Tailor-made the communication
- Remove roadblocks
- From resistance to acceptance
- Support and maintenance
- The team operating model
- Cultivate the change
- Case study

Instructor : **Alex Sin**

Alex Sin is a Senior Consultant of Knowledge Century, and comes with more than 26 years of IT experience with expertise in Consulting, Project Management and Training.

Alex Sin had been Learning and Development Manager at a leading IT firm for more than 11 years, a certified instructor in a number of training including Sales Negotiation, Consulting and Customer Handling Skills. Alex is certified as ITIL/ITSM Manager, well equipped with Methodology to deliver IT Consulting. He is also a facilitator of PDI, MBTI, DISC and other well-known consulting tools.

Alex enriched his Project Management experience from large scaled projects like Libraries, Electrical and Mechanical Services Department and Companies Registry of the Hong Kong SAR Government.

Alex was Vice President of Membership and Recruitment at Project Management Institute Hong Kong Chapter during 2003-2008.

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Contact Hilda Ho (hilda@knowledgecentury.com) for schedule and fee information.

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