

## **BPTA 303 – Strategies for Managing Human Change (1 day)**

### **Course 3 of 3 in the BPTrends Enterprise Certificate Programme**

#### **Course description**

This course provides an introduction to the human aspects of business process change. Successful business process change programs require effective human change programs. Human change is complex and requires changes in attitudes and behaviours. Humans will not implement new processes unless they are motivated to do so and managers need to develop new knowledge and skills to enable them to effectively manage the human side of process change. This 1-day workshop focuses on what is required to build commitment to business process change and includes discussion, analysis and exercises designed to help you learn to manage human change effectively and become a more skilful change agent.

#### **Who should attend**

This session is a must for BPM executives, managers and practitioners involved in, or affected by, business process change and who are seeking to improve their ability to develop commitment to business process change.

#### **What you will achieve**

- The ability to recognize the effects of change on individuals and on the organization
- An understanding of why people resist change.
- An understanding of how to overcome resistance to change in yourself and in others.
- An understanding of individual behavioural styles
- An understanding of how to adapt your style when helping others make a commitment to business process change
- An understanding of how to build a communication plan to facilitate change
- An opportunity to apply knowledge to your own efforts at implementing business process change

#### **What you will learn**

- How to view change from the perspective of all parties involved
- How to deal with the emotional impact of change
- A model of the change process that defines the normal stages necessary to gain acceptance of change
- The skills associated with effecting change - what skills you need to become a skilful change agent
- Strategies for communicating change – techniques for presenting clear and concise requirements for implementing business process change.
- Methods for identifying and working with resistance – what is needed to work through individual and group resistance to change
- Strategies for building commitment – how to help individuals, teams, groups and organizations develop a positive attitude and a commitment to business process change