

## SeeChange IT Team Effectiveness Training Programs

### *Managing Change With Your Clients and People*

SeeChange IT Effectiveness Programs have been developed based on over 20 years combined experience in IT consulting and integration, project management, business process improvement, and people and team leadership. Our consultants and trainers bring lessons learned, from successful, difficult, even failed projects. We provide real-world case studies, exercises, and scenarios to make sure the lessons stick.

#### Learning Objectives

- Learn key strategy concepts, processes, and tools to facilitate strategic planning and management.
- Focus on business-driven goals to drive the strategic planning process.
- Clarify the project and system scope using a practical context diagramming tool.
- Define, assemble and organize a balanced and collaborative team that can bridge the gap between IT, analysts, customers, and users.
- Identify key stakeholders and gain their buy-in.
- Plan for and obtain needed project resources.
- Anticipate the impacts of technology on the organization, people and culture.
- Prepare a change plan that helps ensure effective strategy execution.

#### Target Audience

This course is oriented toward a range individuals from both the IT and business organizations that are leading or substantively supporting strategic IT initiatives. Participants may include:

- Project Managers
- Team Leaders
- Project Management Consultants
- Senior Analysts

#### Targeted Course Options

SeeChange provides a range of baseline options for our Managing Change course:

- Executive/Awareness Program (1-Day)
- Techniques for Effective Teams Program (2-Day)
- Full Techniques & Process Program (3-Day)

We realize that one size does not fit all. Therefore, we assess your needs and tailor your program to address priorities, timeframe, and budget. We choose the right baseline package for you and augment it with additional modules and exercises, as needed.

#### Achieving Real Results for Our Clients – Testimonials

“Excellent design and delivery of content and very stimulating discussion.”

“Good consolidation of key elements into clear and useful models.”

“Great case study approach using both a ‘general’ and ‘personal’ case.”

“Knowledgeable facilitators kept us on schedule, answered questions well, and were supportive of participants input.”

## Standard Course Outline

### I. Introduction

- Opening – The Strategic IT Imperative and Typical Challenges of IT Leadership
- Introductions – Where are you on the business/technology continuum?
- Review Course Objectives, Materials and Agenda

### II. Strategic Planning Overview

- What is Strategy? Brainstorm Exercise, Definitions, and Perspectives
- Strategy and the Project Lifecycle
- Strategic Planning Process – Steps and Techniques for Effectiveness

### III. Stage 1: Clarify Business Goals and Scope

- Define Key Problems and Overall Project Purpose
- Understand Key Constraints and Risks
- Clarify Business System Purpose and Metrics – Exercise: What is a metric?
- Clarify Scope and External Interactions – Exercise: The Context Diagram as Strategic Tool

### IV. Stage 2: Build the Right Team and Plan Resources

- Understand the Complex Web of Players
- Structuring a Balanced Team – Gaining Technical and Business Alignment
- Where to Get Team Resources
- Importance of Team Building
- Team Exercise: Critical Team Factors

### V. Stage 3: Understand and Plan for Change

- Diagnose Breadth of Organizational Impact
- Understand Impacts on People and Culture – Manage Resistance
- Team Exercise: Examine EDMS Case Through the Change Curves
- Use an Holistic Approach – SeeChange Star Model
- Build a Change Plan
- Team Exercise: Examine EDMS Case Through Star Model
- Reflection and Discussion: Personal Case and Use of Change Tools and Models

### VI. Key Techniques for Strategic Effectiveness

- Collaborate with Stakeholders
- Communicate – Clear, Consistent, Continuous
- Maintain Business Focus
- Enforce Structure

### VII. Pulling It Altogether – Personal Strategic Case Study Exercises

- *Exploring Personal Challenges Part I* – Group breakouts to examine personal case where technological change is having an impact on an organization
- *Exploring Personal Challenges Part II* – Group breakouts to reflect on personal case from the perspective of the change curves
- *Exploring Personal Challenges Part III* – Group breakouts to reflect on personal case from the perspective of the Star Model

### VIII. Course Summary, Evaluation and Closure

- Key Learnings and Closing Activity
- Group Evaluation (Plus/Delta)
- Post-Workshop Surveys