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Our Business Process & Change Management Course is made up of our Change Management Training and Business Process Management Training courses.

Business processes are the production lines of the new economy. When they fail us, our products and services fail our customers, and our business fails its stakeholders. The more organisations change, the more they must concern themselves with their stakeholder relationships, and the design and management of their processes so that organisations, people and technologies have a common business purpose.

Organisations also often recognise the challenge of getting people to change shortly after starting implementation. The new approach is expected to go in unopposed but when the welcome mat doesn't appear the project team scrambles to do some patch up communication - often with poor results. Managing people change is a critical skill in today's world of rapid and continuous change.

Course Objectives

This intensive two-day Business Process & Change Management training course focuses on the essential skills business people require to analyse and improve or redesign their processes and manage the people change process.

- Develop a business process strategy to meet stakeholder needs.
- Analyse, improve, design and develop processes to meet stakeholder needs.
- Align technology, organisation, and facilities with the business process strategy and design.
- Apply their knowledge to manage process projects effectively.
- Identify, clarify and manage business benefits arising from process change.
- Discuss the fundamental challenges in getting people to change and for that change to be sustained.
- Understand and be able to apply the key steps required to successfully manage people change.
- Establish appropriate governance structures for process and people change.

Business Process Management

- Introduction to Business Transformation
- Critical success factors for effective process renewal

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- Process mapping
- Analysing the existing processes and their performance
- Renewing the process design
- Developing the process
- Verifying the new or renewed processes
- Aligning the organisation structure & job roles
- Implementing the new or renewed processes
- Operating the new processes and improvement

Change Management

- Introduction to Change Management
- Why does change fail?
- How do people react to change?
- Developing a Case for Change
- Stakeholders impact, influence, concerns and potential resistance to change
- Assessing the readiness for change
- Defining the principles on which the change will be managed
- Developing a change management plan
- Identifying change agents and defining their roles
- Developing a communication strategy and plan
- Creating a reinforcing change process
- Managing the challenges that arise in initiating and sustaining change

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