

Change Management & Capacity Building



Agenda

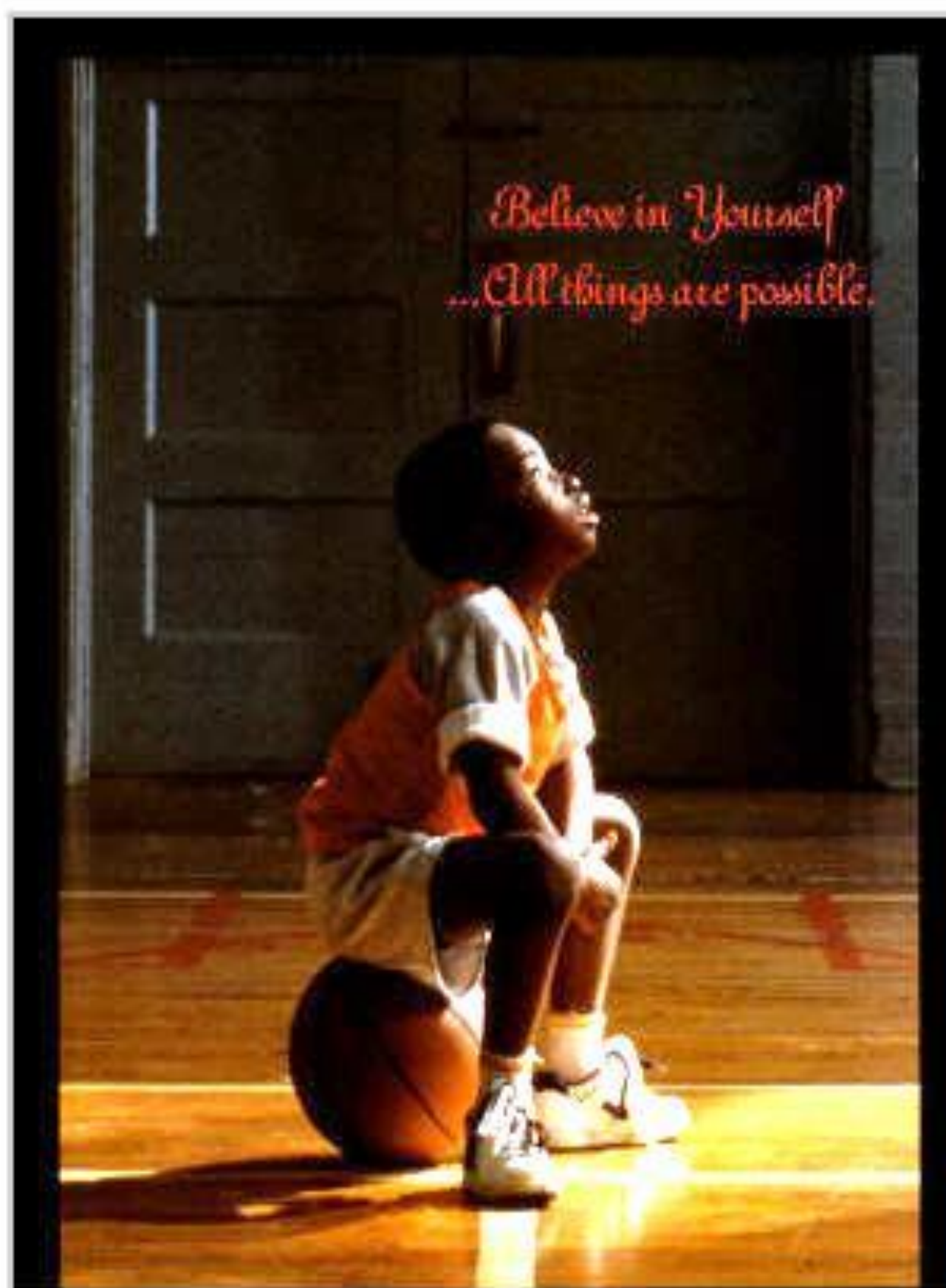
- Introductions & Reflection
- Expectations from the course
- Learning Objectives
- Course Outline



OPPORTUNITIES



Make your own.



Believe in Yourself... All things are possible.

Introductions & Reflection

1. List down the 2 most significant personal changes you have made.
2. Was the change made through a conscious choice or brought in by external factors?
3. Summarize your personal experiences around one deep change out of the above in you as an individual.

Expectations from the course

- What are your expectations from the course?



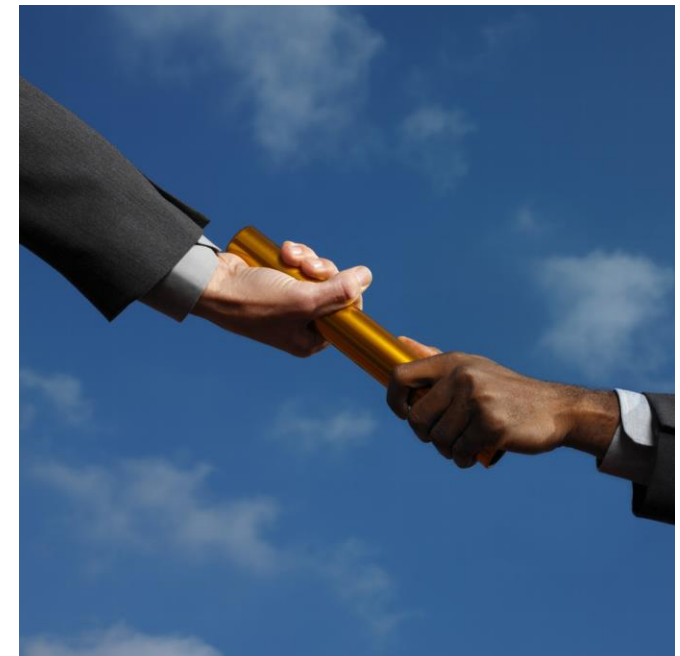
Learning Objectives

- Describe change with respect to e-Governance
- Discuss Change Management approach in e-Governance projects
- Recognize people related challenges in e-Governance



Learning Objectives

- Use the guiding principles for change management plan
- Identify organizational readiness for change
- Conduct stakeholder analysis and mapping
- Build a change champion network



Learning Objectives

- Conduct assessment of training needs and skilled development
- Design a communication strategy
- Identify performance metrics for change implementation
- Define key concepts of change management, implementation and sustenance



Course Outline

Day	Sessions
Day 1	<p>Session 1: Introduction to the Training Course</p> <p>Session 2: Managing People Change</p> <p>Session 3: Case Study (SBI)</p> <p>Session 4: ADKAR Model</p> <p>Session 5: Developing a Change Management Plan and Communication Strategy</p> <p>Session 6: Measuring Performance to Drive Change</p>

A Typical Day During the Training...

- Five sessions per day
 - Three sessions pre-lunch
 - Two sessions post-lunch
- Each session is of approximately 60~90 minutes
- Each session can be:
 - Theoretical or conceptual discussion
 - Discussion on real life examples
 - Classroom exercise on application of concepts learned during the training