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

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