

Synergy Management Associates

Being an Effective Business Change Manager Workshop Profile

INTRODUCTION

Most modern organisations run multiple projects and change programmes at the same time as running the business on a day-to-day basis. Staff can be involved in both, and look to senior management to set their priorities. However, it is not always easy for the business to balance priorities and maintain focus over long periods.

The role of Business Change Manager is fundamental to ensuring the business success of any initiative, and has the responsibility for implementing project outputs into the business and for realising the benefits of the change programme. The BCM works closely with the Programme Manager and the Senior Responsible Owner to achieve this. However, BCMS are often not well equipped to fulfil this important role, and may not understand the responsibilities it brings.

This workshop explains the role of the Business Change Manager, and provides a number of practical techniques for monitoring and realising benefits. It discusses alternative approaches for large and small programmes, distributed teams, and multi-disciplined staff.

WORKSHOP DESCRIPTION

This workshop provides delegates with hands-on experience of:

- Working as part of an effective Programme Board
- Making go/no go decisions based on the controls information
- Assessing business readiness for Transition
- Preparing for sustainable benefits realisation

DELEGATE ACHIEVEMENTS

On completion, delegates will understand how to:

- Fulfil the responsibilities of a Business Change Manager
- Act effectively with the Sponsoring Group, Programme Board and Stakeholders
- Apply appropriate techniques to prepare for transition and to review Benefits Realisation
- Use the controls information as a basis for strong decision making
- Describe how this approach supports industry-standards (e.g. Managing Successful Programmes)
- Begin applying these techniques on real programmes and projects

WORKSHOP TOPICS

- The role of the Business Change Manager
- Organising for success - Sponsoring Groups, Programme Board and Stakeholders
- Controls information - making informed decisions
- Programme Board meetings - do's and don'ts
- Getting ready for Transition
- Reporting on benefits realisation
- Sustaining benefits achievement

PRACTICAL WORK

This workshop uses a number of practical exercises and simulations to reinforce the techniques and concepts covered in the workshop material, in addition to numerous examples from the lecturer's own experiences of running programmes and projects.

WHO SHOULD ATTEND

Business Change Managers, Senior Responsible Owners, sponsoring group and programme board members, key stakeholders, programme managers and project executives.

PRE-REQUISITES

Delegates should have experience of a project-oriented approach, and understand the factors that contribute to project success/failure. Ideally, they should be about to begin work on a programme.

PRE-WORKSHOP PREPARATION

Each participant should provide the lecturer with:

- their expectations for the workshop
- specific questions they need answered

WORKSHOP MATERIALS

- Course workbook
- Checklists for roles and responsibilities

DURATION

One day, residential or in-house. This workshop is most effective when it is followed by a facilitated programme mobilisation workshop.