

## The 'people side' of projects

– a 90-minute virtual classroom session

### Overview

Running a successful project requires skills in planning, budgeting, tracking deliverables and stakeholder management.

An area that can be neglected by project managers is the 'people side' – not the project team themselves but the end-users, those who will be affected by the project. Too often there is a single line at the end of the project plan that says 'Comms and Training'. If people are going to have to work differently and learn some new processes, then there is work to be done by the project team to help them through the emotional side of the change.

This session explores why it's important to bring people along when a change is being made. It will provide project teams with the skills and knowledge either to manage the people change plan themselves or to secure the right resources for their project.

### Learning objectives

- Understand the importance of the 'people side' of change
- 8 'Golden Rules' of change management – overview
- How to create a simple but effective change plan
- Adoption
- Benefits of good change management

### Who should attend?

Project managers across the organisation. Or a single project team.

### The expert trainer

**Katie McConochie** is a highly experienced leader, trainer, facilitator and coach focusing on 'the People Side of Change'. She has a strong background in operational excellence and is a Six Sigma Black Belt (and a highly experienced coach and mentor to Black and Green Belts).

### Outline

- 1 Introduction**
  - Objectives and agenda
  - People and projects – why is it important?
  - The Change Curve – the emotional side of change
- 2 8 'Golden Rules' of change management – including...**
  - Role of the sponsor
  - Communication
  - Resistance to change
- 3 Change plan**
  - Elements of a change plan
  - Change impact assessment
  - Alignment with the project plan
- 4 Adoption**
  - Who owns the change?
  - The vital role of the manager
  - Feedback and action loops
- 5 Benefits**
  - Estimating the costs / benefits
- 6 Next steps**
  - Summary of key learning points
  - Reflection on next steps
- 7 Close**