

CHANGE MANAGEMENT AND PROCESS IMPROVEMENT WORKSHOP AGENDA

PART 1: CHANGE MANAGEMENT

- 9:30 – 10:00 **Breakfast and Networking**
- 10:00 – 12:00 **Change Management Course**
- Introduction to Change Management Strategies
 - Effective Change Leadership Styles
 - Stages of Team Building
 - Getting the project started
- Team Building Game**
- 12:00 – 1:00 **Lunch and Networking**
- 1:00 – 3:00 **Change Management Course**
- Stages of Team Building Continued
 - Dealing with personality types
 - Conflict resolution
 - Team building and coaching methods
 - Enabling collaboration
 - Enabling performance
 - Change Management Planning
 - Ideation and Opportunity Analysis
 - Opportunity and Solution Negotiation
- Team Building Game**
- Prototyping, Piloting, and Rollout

PART 2: PROCESS IMPROVEMENT

- 9:30 – 10:00 **Breakfast and Networking**
- 10:00 – 12:00 **Process Improvement Course**
- Introduction to Process Improvement Methodologies
 - Overview of Bottleneck Resolution method
 - Comparison with Lean and 6 Sigma methods
 - Protocol Analysis
 - Preparing to facilitate process mapping
 - Selecting the processes to improve
 - Exploration, interview, observation strategies
 - Process Mapping
 - Principles of creating a process map
 - Identifying improvement opportunities
 - Using metrics to analyze the opportunities
 - Applying the Bottleneck Resolution method
 - Redesigning and improving the process
 - Selecting Effective Process Metrics and KPIs
 - Prototyping, Piloting, and Rollout
- 12:00 – 1:00 **Lunch and Networking**
- 1:00 – 3:00 **Practice Process Mapping Sessions with the Participants**
- Hands-on mapping of several HIE or MU processes