

Change Management in a Contracting Environment

Effective management of change is essential to ensure manageable delivery against requirements, a satisfied customer, and profitable returns. This course focuses on practical approaches to change management, and dealing with common issues when change management has been missing such as:

- Charging for change has not been traditional
- Balancing the need to maintain customer loyalty and simultaneously apply change management and seek recognition for all changes.
- Natural disparity that exists between sales and delivery teams in terms of their view and approach to customer relationships and the targets they will be expected to achieve

This workshop uses a combination of lecture, discussion, exercises and case study. It introduces the project management concepts, tools and methods necessary to establish an environment in which change can be managed effectively. It focuses on the processes for managing change and handling issues arising from change. Some attention is placed on how delivery and sales teams can work in an integrated fashion to achieve their individual personal and team objectives whilst supporting the efforts of other groups.



Who Would Benefit from Attending?

- Project/Program managers and teams
- Procurement managers and teams
- Sales people of solutions delivered as projects

Course Outline

Essential Project Management

- Project and managing change
- Sources of change
- Why is it important for both the client and the supplier?
- Project lifecycles and processes
- Developing requirements
- Requirements traceability
- Work breakdown structure
- Estimating
- Scheduling
- Risk management
- Contractual approach that caters for change
- Other tools that support change management
- Establishing the project baseline

Basic Change Management Process

- Screening
- Evaluation
- Decision
- Implementation
- Supporting activities (e.g. documentation updates, revising requirements, test plans etc)

Configuration Management

- Configuration identification
- Configuration audits
- Configuration control
- Version control
- Status accounting
- Release control

Making Change Management Work

- Strategic setting for organisational directives
- Organisational and cultural support
- Integrated sales/delivery approach
- Keys skills and approaches
 - communication
 - negotiation
 - leadership
 - common purpose
 - united front
- Contractual support
- Selling the benefits to clients

Course Benefits

By taking this workshop you will be able to:

- Know the necessary preconditions for managing change in a project environment
- Understand the essential activities when changes occur
- Be able to approach negotiations related to change with increased confidence, having a better appreciation of the issues that need addressing
- Work with other parts of the organisation to create an integrated response to change

Relevant Standards

The course is aligned with the following standards:

- *A Guide to the Project Management Body of Knowledge*. USA: Project Management Institute (Fifth Edition). (2013).
- *Practice Standard for Earned Value Management*. Pennsylvania, USA: Project Management Institute (Second Edition). (2011).
- *Practice Standard for Project Configuration Management*. USA: Project Management Institute. (2007).
- *Practice Standard for Project Estimating*. USA: Project Management Institute. (2011).
- *Practice Standard for Project Risk Management*. Pennsylvania, USA: Project Management Institute. (2009).
- *Practice Standard for Scheduling*. USA: Project Management Institute. (2007).
- *Practice Standard for Work Breakdown Structures*. Pennsylvania, USA: Project Management Institute (Second Edition). (2006).

Duration

2 days