

IT as an Agent of Change

What are the volatile elements that cause change within IT? What can senior, middle, and first line managers do to help facilitate these changes in ways that are meaningful and can be successful for the company, the IT team and themselves?

This class outlines what must be in place for change to occur and various informal and formal methodologies to help facilitate it, on both an individual basis and regarding the IT organization as a whole.

Class Topics include:

- Changing People and Culture
 - Role of an Entrepreneur
 - Needed change management skills
 - The change management process
 - Emotional stages of change
 - Agents of change
 - Proper communication
- Commitment and Buy-In
 - Levels of Commitment
 - Levels of Required Support
 - Level of Support and Opposition
- Formal Change Methodologies
 - Lewin's Three Stage Model of Change
 - Kotter's Eight Step Change Model
 - Conditions for effective change
 - John Fisher's Personal Transition Curve
 - Organizational renewal
- Changing IT
 - From Information Technology (IT) to Business Technology (BT)
 - Organizational realignment
- Changing the Company
 - Process automation
 - Platform replacement

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**855-286-1110
Info@ManagerMechanics.com**

Key Take-A-Ways:

- An understanding the role of IT in organizational growth and change
- Knowledge of key industry change methodologies
- Conceptual perspective to induce change within IT and the company in general