

Project Change Management: How To Implement, Track, and Control Project Changes

Course Length - 2 Days

PDU's - 13

Course Description: This two-day seminar will show you how to implement, track and control changes to your project. This seminar focuses on ways to reduce the uncertainty of project changes. Learn how to analyze each change while developing processes, tools and techniques which can be used immediately. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Examine four types of change
- Examine five roles of change agents
- Examine the drivers of change
- Classify the roadblocks to change
- Identify three areas that impact change in people
- Assess five new focuses from change
- Examine six ways fear hinders change
- Examine seven qualities of a paralyzed state
- Identify eight factors that determine a person's viewpoint
- Compare four ways people respond to change
- Discuss when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan
- Compare change control to change management
- Discuss what is included in integrated change control
- Explain tools for integrated change control
- Discuss the benefits for written change requests
- Examine schedule changes
- Examine procurement changes
- Examine contract change control
- Examine scope change control
- Examine cost change control
- Create change management processes
- Discuss sources of change

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- Create change due to corrective actions
- Create change due to preventative actions
- Discuss how to monitor and verify changes have been completed
- Discuss change authorization policies
- Create a strategy for examining risk after change approval
- Analyze the roles and responsibilities of change control board
- Brainstorm the benefits of documentation in various situations
- Analyze the impact of change
- Define change control board
- Compare positive and negative change control boards
- Discuss who should be on the change control board
- Create an internal process to work with change control board
- Discuss best practices for change control board

Project Change Management: A Systematic Approach to Controlling Project Changes

Course Length - 3 Days

PDU's - 19.5

Course Description: This three-day seminar will show you how to implement, track, and control changes to your project. This seminar focuses on the examination of the change control board, procedures which will guide configuration management and ways to negotiate changes with the customer. Learn how to protect the change management process while pleasing the customer. This course will follow the Project Management Institute's nine knowledge areas of *PMBOK® Guide*.

Method of teaching: *Students will use discussion, cases, and group activities to facilitate the course.*

Course Objectives:

- Discuss the definition of change
- Identify proactive and reactive characteristics
- Analyze why people resist change
- Examine four types of change
- Examine five roles of change agents
- Examine the drivers of change
- Classify the roadblocks to change
- Identify three areas that impact change in people
- Assess five new focuses from change
- Examine six ways fear hinders change
- Examine seven qualities of a paralyzed state
- Identify eight factors that determine a person's viewpoint
- Compare four ways people respond to change
- Discuss when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks
- Create a strategy for change
- Conduct a force field analysis
- Create an action plan
- Compare change control to change management
- Discuss what is included in integrated change control
- Explain tools for integrated change control
- Discuss the benefits for written change requests
- Examine configuration management
- Identify the benefits of configuration management
- Identify and detail the key elements of configuration management: configuration identification, configuration control, configuration status accounting, audit of configuration
- Examine schedule changes
- Examine procurement changes
- Examine contract change control

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- Examine scope change control
- Examine cost change control
- Create a change management processes
- Discuss sources of change
- Create change due to corrective actions
- Create change due to preventative actions
- Discuss how to monitor and verify changes have been completed
- Discuss change authorization policies
- Create a strategy for examining risk after change approval
- Analyze the roles and responsibilities of change control board
- Brainstorm the benefits of documentation in various situations
- Analyze the impact of change
- Define change control board
- Compare positive and negative change control boards
- Discuss who should be on the change control board
- Create an internal process to work with change control board
- Discuss best practices for change control board
- Identify the roles of change management for the project manager
- Identify the roles of change management for the project sponsor
- Identify the roles of change management for team members
- Identify the roles of change management for the change control board
- Identify and detail the fields of a change request form
- Create a change request form
- Discuss change request timing
- Identify and detail the fields of a change request log
- Discuss unmanaged and managed changes in regard to time, energy, and resources
- Examine negotiation skills in project change management
- Identify negotiation personalities
- Discuss when to walk away
- Discuss making offers and counteroffers
- Examine human responses to change
- Discuss responses to controllable change
- Discuss responses to uncontrollable change