

BENELUX



2020

Black Swans and Unknown Unknowns



Opportunity?

or

Threat?

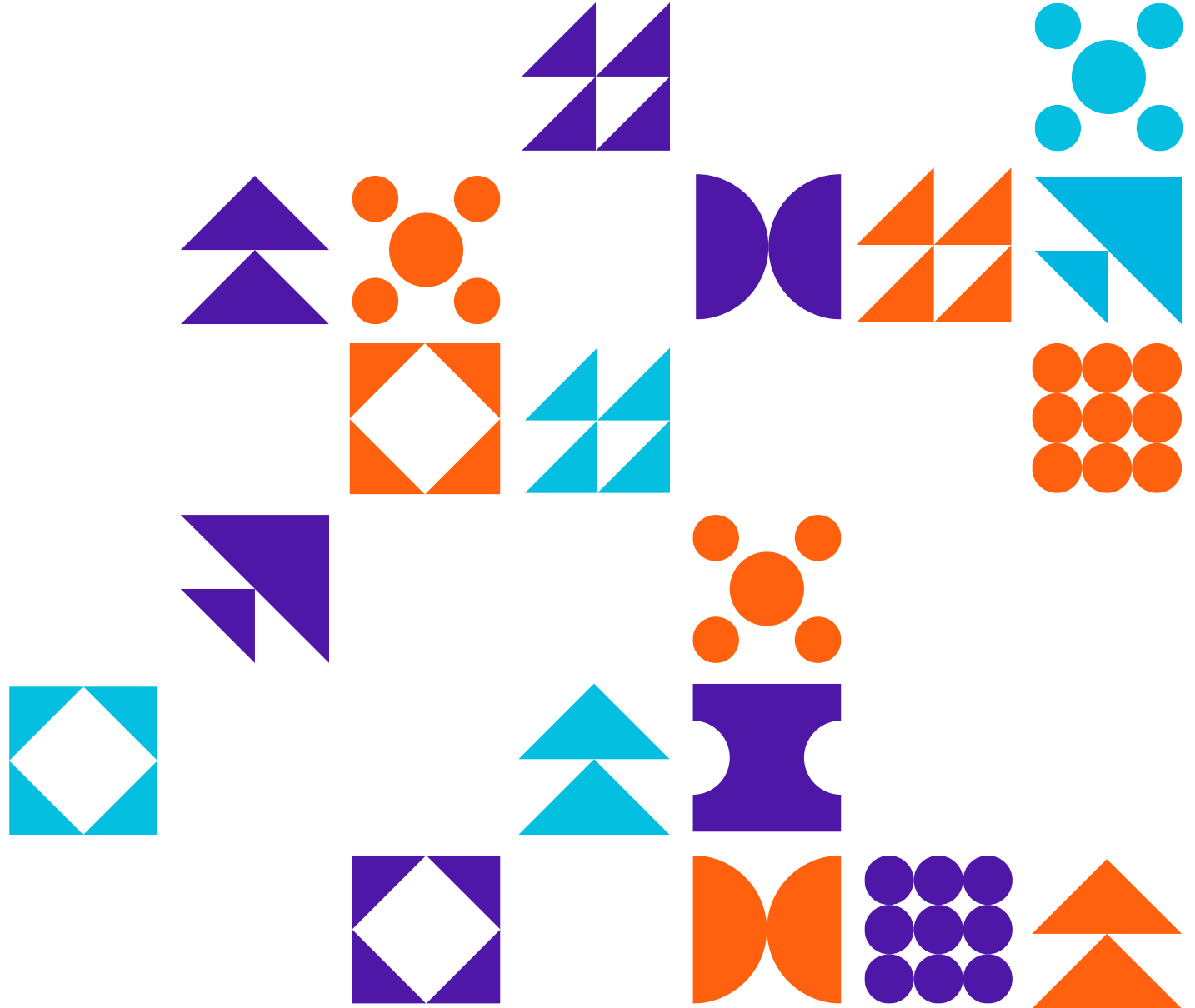
RELAX!


6 STEPS TO OVERCOMING RESISTANCE
TO CHANGE IN YOUR PROJECTS

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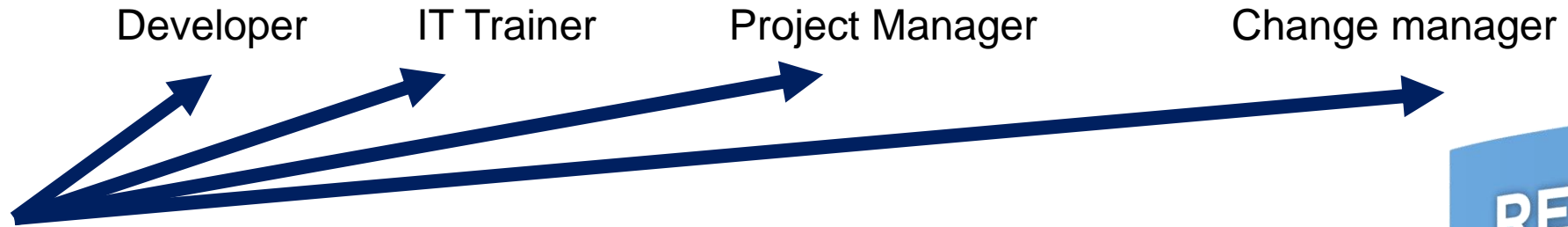


Why such a subject?

86% of successful projects are based on a good technical solution...

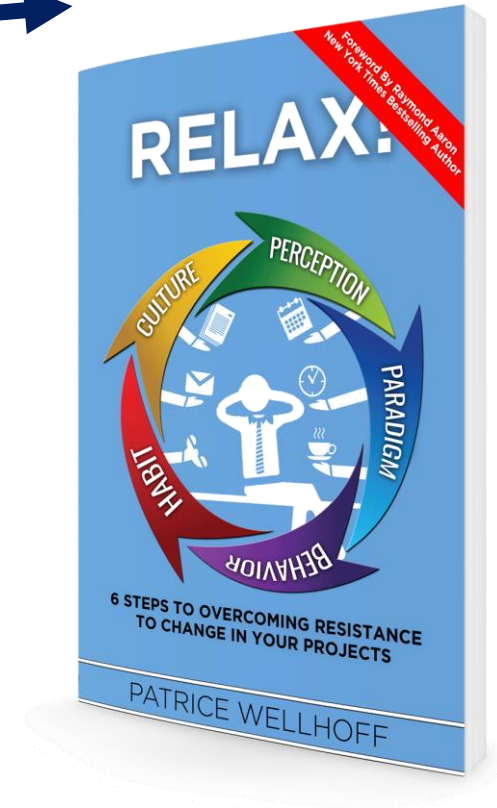
80% of failed projects are also based on a good technical solution.

Presentation



Today, I help project managers and companies to make their project a success by ensuring end-user buy-in, good will and engagement.

Also the Author of the book “Relax! 6 steps to overcoming resistance to change in your projects”





What is Change Management?

A nice way to rename training?

A new marketing concept that packages training and communication?

To manage : to bring about or succeed in accomplishing, sometimes despite difficulty or hardship:

Change management: to bring about change or succeed in accomplishing change, sometimes despite difficulty or hardship. It is the way to change behaviors and habits of people



What is Change Management?

There always 2 parts in an IT project

- We have the **technical** part. Ensuring all works fine with no bug and with the expected quality
- We have the **human** part. The best tool, badly used, or not used, or refused will never bring the expected ROI



What are the Change Management actions?

- “Selling” a project
 - Speaking to groups
 - Honest listening to others
 - Communicate with anyone wherever they are on the hierarchy
 - Being able to observe without preconceived ideas.
 - Knowing how to distinguish real problems from false excuses
 - Being able to arbitrate between managing opponents and helping followers
 - Being able to generate confidence
 - Being able to speak the truth
 - Coaching,
 - Influencing the direction of a project if needed
 - Incite people to apply,...
- WITH THE PURPOSE OF MAKING THE PROJECT A SUCCESS

A change rarely happens because a decision has been made at the highest level, but it happens because one person manages it, driving it forward day by day.

LOTS OF ACTIONS!



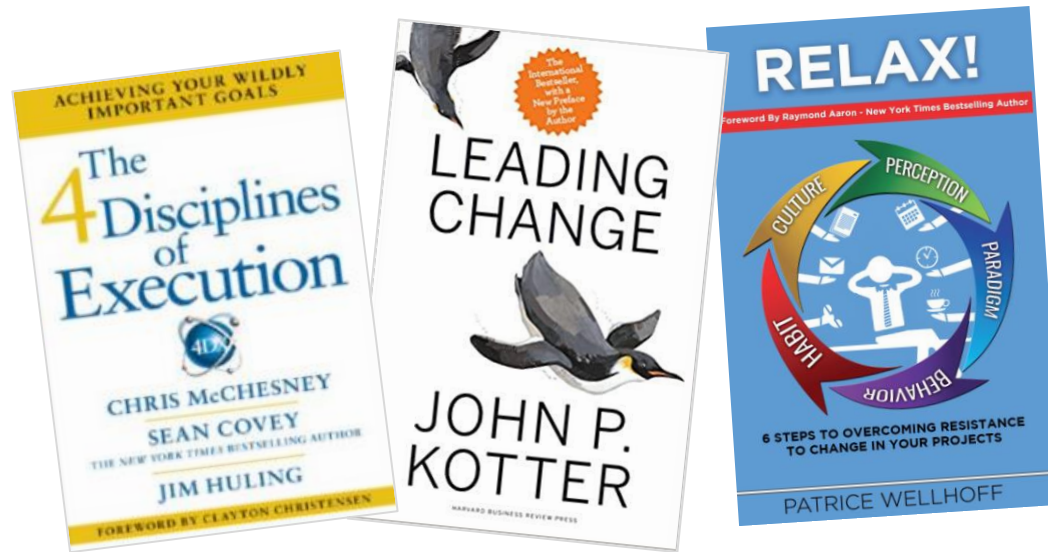
Change Management methodology

- As with Project management, a methodology is key
- In change management, it is VERY important, because the effect of mistakes done is not visible immediately

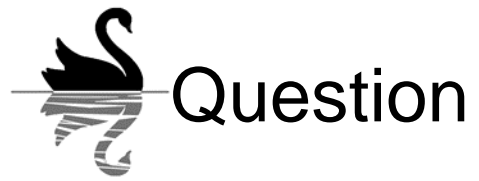


Change Management methodology

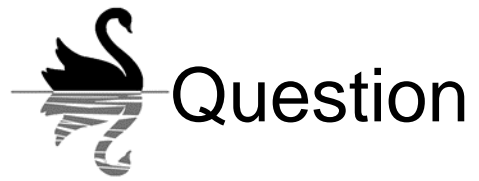
- There are several change management methodologies, depending on your situation.



- So for IT projects, we use PROCMP that we have developed, and I will explain it to you. It is fast, efficient and give good results



Is it not the job of **management** to create acceptance?




Is it not the job of the **change manager** to create acceptance?

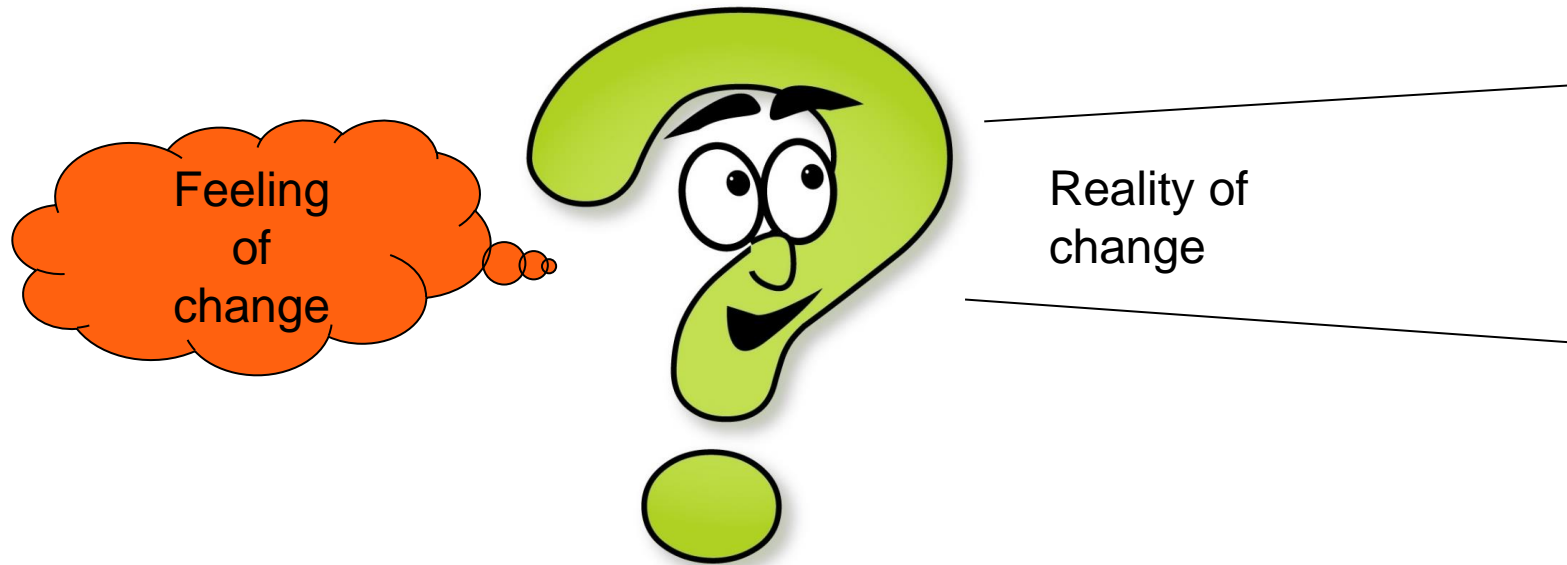


What does not change in this world?

"All things in this world are subject to change and destruction: this is the law of non-permanence. " Buddha



Change is fully subjective





Change is a sequence



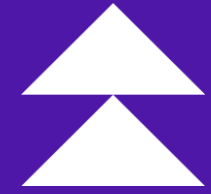


Change is a sequence





Q & A



THANK YOU

