

# Project Change Management - 2 Day

## *How to Implement, Track, and Control Project Changes*

***PDU's - 13***  
***CEUs - 1.3***

***PMI's Certification Breakdown***  
***PMP - 13.00***

***PMI's Talent Triangle Breakdown***  
***Technical - 13.00***

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

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

### ***Course Objectives:***

#### **Objective 1: 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

- 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

#### **Objective 2: 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

#### **Objective 3: Create a strategy for change**

- Analyze 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

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## **Objective 4: Examine schedule changes**

- Examine procurement changes
- Examine contract change control
- Examine scope change control
- Examine cost change control
- Create change management processes

## **Objective 5: Discuss sources of change**

- Create change due to corrective actions
- Create change due to preventative actions

## **Objective 6: 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
- List the benefits of documentation in various situations
- Analyze the impact of change

## **Objective 7: 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 - 3 Day

## *A Systematic Approach to Controlling Project Changes*

***PDU's - 19.5***

***CEUs - 2.0***

### **PMI's Talent Triangle Breakdown**

Technical - 17.50

Strategic - 2.00

### **PMI's Certification Breakdown**

PMP - 19.50

PMI-ACP - 2.00

PMI-SP - 2.00

PMI-RMP - 2.00

PfMP - 2.00

PMI-PBA - 2.00

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

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

### ***Course Objectives:***

#### **Objective 1: 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

- Discuss when to create change quickly or gradually
- Formulate a checklist to help determine resistance
- Identify how to deal with setbacks

#### **Objective 2: 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

#### **Objective 3: Create a strategy for change**

- Analyze 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

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## **Objective 4: 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

## **Objective 5: Examine schedule and procurement changes**

- Examine contract, scope, and cost change control
- Create a change management processes

## **Objective 6: Discuss sources of change**

- Create change due to corrective actions
- Create change due to preventative actions

## **Objective 7: 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
- List the benefits of documentation
- Analyze the impact of change

## **Objective 8: Define change control board (CCB)**

- Compare positive and negative CCBs
- Discuss who should be on the CCB
- Create an internal process to work with CCB
- Discuss best practices for CCB

## **Objective 9: Identify the roles of change management for the project manager, project sponsor, team members, and the CCB**

## **Objective 10: 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

## **Objective 11: Examine negotiation skills in project change management**

- Identify negotiation personalities
- Discuss making offers and counteroffers

## **Objective 12: Discuss when to walk away**

- Examine human responses to change
- Discuss responses to controllable change
- Discuss responses to uncontrollable change