

€ TRAINING

Leading Organizational Transformation





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Introduction:

This training program offers managers comprehensive guidance on fostering sustainable improvements within their organizations. It equips managers with the tools and skills needed to lead transformative efforts that drive long-term success and continuous improvement in business processes.

Program Objectives:

At the end of this program, participants will be able to:

- Understand the principles of business process improvement.
- Learn how to identify opportunities for process improvement within the organization.
- Develop the skills needed to lead and manage change effectively.
- Implement sustainable process improvements that drive organizational growth and success.
- Acquire the tools and strategies to become champions of change within their organizations.

Targeted Audience:

- Managers and team leaders.
- Business process improvement professionals.
- Operations managers.
- Project managers.

Program Outline:

Unit 1:

Introduction to Business Process Improvement:

- Understanding the importance of business process improvement.
- Principles of process optimization.
- Identifying opportunities for process improvement.
- Introduction to process improvement methodologies e.g., Lean, Six Sigma.

Unit 2:

Leading Change:

- Understanding the psychology of change.
- The role of leadership in driving change.
- Strategies for overcoming resistance to change.
- Communicating the need for change effectively.

Unit 3:

Implementing Sustainable Process Improvements:

- Developing a process improvement strategy.
- Process mapping and analysis.
- Identifying key performance indicators KPIs.
- Implementing and monitoring process improvements.

Unit 4:

Building a Culture of Continuous Improvement:

- Creating a culture of innovation and continuous improvement.
- Encouraging employee involvement in the improvement process.
- Tools and techniques for sustaining process improvements.
- Recognizing and celebrating success.

Unit 5:

Becoming a Champion of Change:

- The role of the manager as a change agent.
- Leading by example.
- Empowering employees to drive change.
- Developing a personal action plan for driving sustainable process improvements.