



CHANGE MANAGEMENT 101 FOR SAP PROJECTS

Course Overview

What you will learn:

Why some changes are easier than others

A short history of change management

The main change management models

The basics of the 5 change management disciplines of the ASAP Change Management Methodology

People Risk/Impact Assessment

Communications

Sponsorship/Leadership

Organisational Optimisation

Project Team

Training as part of successful Change Management

How adults think and learn

How culture affects change management

Effective communication

How to get people to do what you want them to do

A simple, practical people risk-based change management methodology for implementing or upgrading SAP

Some examples of practical deep dives include:

Leadership preparation

Crunch time stress diffusion

How to handle resistance to change

Using negativity to your advantage

Communicating convincingly without facts

Practical workshop exercise – each delegate prepares and workshops a practical change strategy that they can go and implement at home or work. This is workshopped within the group so that you learn from everyone's ideas. (this sounds like work, but is actually a fun and rewarding experience)

A two-day course with a lot of practical change management examples from actual SAP projects aimed at management and team members involved in an SAP project.

WHY CHANGE MANAGEMENT 101 FOR SAP PROJECTS?

SAP today is the world's leader in application and analytics software. It is a leading enterprise cloud company with more than 291,000 customers in over 180 countries. 74% of all worldwide business transactions touch an SAP system. With these numbers it is clear that the only remaining risk when implementing or upgrading SAP is the People risk. Technically you can have a SAP system enabling world class business processes in a matter of weeks, but the main question is whether the people in your organization can cope with working on a new SAP system in a matter of weeks!

A recent worldwide survey of 186 SAP implementations found that given a second chance, 91% of companies would introduce change management initiatives at the start of the SAP effort

A Deloitte CIO (Chief Information Officers) survey identified the top 10 barriers to a successful project as:

1. Resistance to change
2. Inadequate sponsorship
3. Unrealistic expectations
4. Poor project management
5. Case for change not compelling
6. Project team lacked skills
7. Scope expansion / uncertainty
8. No change management program
9. No horizontal process view
10. IT perspective not integrated

In many cases, the average SAP project Sponsor, Manager or Super User has no practical experience or theoretical knowledge of Change Management. In fact, very few seasoned SAP project consultants have any change management knowledge or ability.

In order to manage your biggest risk on a SAP project – the People Risk – you need to understand the basics of Change Management and how it relates to your project. You don't necessarily need to do the change management, but you should be able to articulate what needs to be done as the people side of your project is being delivered.

This course will give you a practical understanding of how Change Management works with lots of practical examples from actual SAP projects.

STYLE OF TRAINING

Relaxed and Informal

Relevant to SAP projects – all concepts are explained either via a practical example from a SAP project or a short video.

Easy to remember – most of the key concepts are illustrated with stories you will always remember

Practical – you may ask any question or case from your past experience; the psychology in change management terms will be explained to you. You take home the coveted SAP Change Management 101 Manual and an attendance Certificate on completion



Dr HB Prinsloo



WHO SHOULD ATTEND?

Any Project Sponsor, Project Manager, Power User or Project Team member that is about to implement or upgrade SAP.

WHY ATTEND

“The soft stuff is the hard stuff ... and it's the key stuff - ignore at your peril”

Dr Michael Hammer, “Succeeding with SAP”

To have a successful SAP project you need to cover three main bases - People, Process and Technology. This course will empower you with the basic knowledge you need to manage the successful delivery of the People side of the implementation.

In addition you will learn a lot about how people think, listen, learn and most importantly how to change people, skills that you will be able to apply every day in nearly any situation!

ABOUT THE TRAINER

The Change Management 101 trainer:

- is an experienced SAP Certified Trainer

- has Change Management experience in large scale SAP projects

- has a relevant M.Sc. or PhD

- has business experience, and is able to present relevant, practical and insightful training, which is not only academically well documented, but is also of practical business value

- is able to maintain the delicate balance between covering all the work in two days, while allowing participants to ask detailed questions about practical scenarios that are of immediate concern to them

OUTCOME

If you feel a bit unsure about dealing with Change Managers, never know what questions to ask or what to approve in terms of change management plans and quotations for handouts and team buildings, and really want to do things that works and will lead to change in your project, Change Management 101 for SAP will empower you to manage any change management team effectively and confidently as part of your successful SAP project.