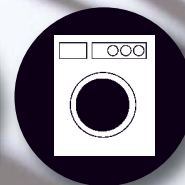# if

Change Agent Training

THE NEED:

Organisations are recognising the need to drive continuous process improvements internally. Change Agents have an essential role within any organisation as they are the drivers and leaders of change leading to higher performance in Quality, Cost and Delivery. Change Agents need to possess the skills to achieve 'buy in' to the change process and to have an in depth knowledge of continuous process improvement.

THE SOLUTION:

The Change Agent Training Programme provides key personnel with the skills to drive change aligned to an organisations strategy and objectives. This is achieved by a programme that covers all the key phases in continuous process improvement based on an agreed model area. Skills will be developed to provide an understanding of how to deal with any 'resistance to change' and how to overcome associated barriers by comprehensive training in interpersonal skills and techniques.
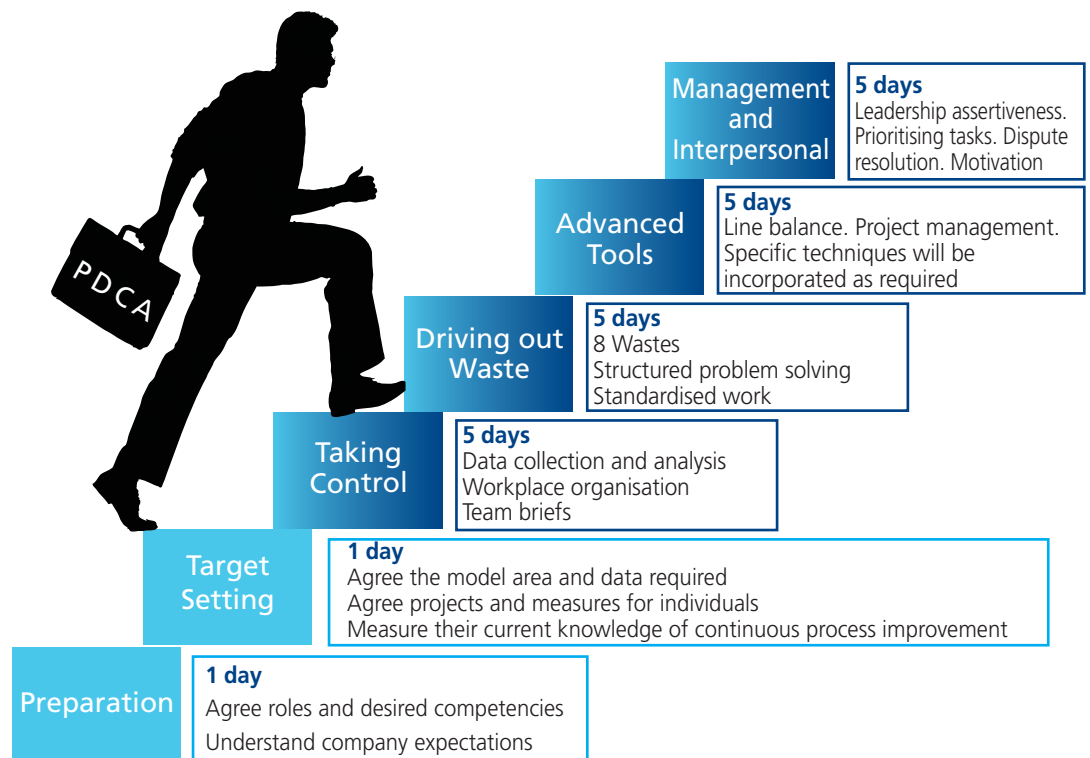
skills ▶▶ productivity ▶▶ competitiveness ▶▶ profitability

THE PRODUCT OVERVIEW:
Change Agent Training

Total programme - 25 days

Management and Interpersonal
5 days
Leadership assertiveness.
Prioritising tasks. Dispute
resolution. Motivation

Advanced Tools
5 days
Line balance. Project management.
Specific techniques will be
incorporated as required

Driving out Waste
5 days
8 Wastes
Structured problem solving
Standardised work

Taking Control
5 days
Data collection and analysis
Workplace organisation
Team briefs

Target Setting
1 day
Agree the model area and data required
Agree projects and measures for individuals
Measure their current knowledge of continuous process improvement

Preparation
1 day
Agree roles and desired competencies
Understand company expectations

PDCA

THE INVESTMENT:
Price on application

THE RETURN ON INVESTMENT:

• A return on investment within months – within the duration of the programme, typically 4:1 during the life of a project and 2:1 every year thereafter

• Improves current business metrics: Quality, Cost and Delivery

• Embeds structured and sustainable continuous improvement

• Imparts skills and techniques that can be cascaded throughout an organisation

• Supports the achievement of an organisations strategy and objectives

• Embeds the 'culture of change' within an organisation

NEXT STEP:
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