

SIX SIGMA & MANAGED CHANGE™ WORKSHOP

ONE TOOL SUPPORTING ANOTHER

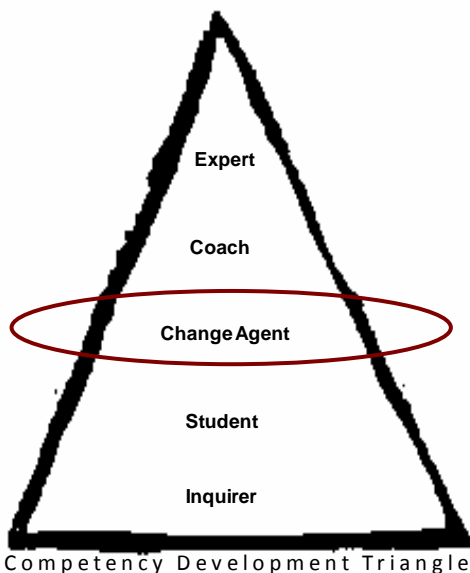


Making your implementation easier and sustainable.....

Six Sigma is a powerful process for identifying and justifying process change. But, so often, it is people in the organization (who are being required to change their behaviors) who will determine whether the change itself can ever deliver results that are sustainable. Whether we like it or not, these “Targets” of change within the organization will inevitably make their own independent decisions about whether to accept or reject the change. Anticipating who will likely resist the change, identifying their resistance issues and addressing them early is often the key to minimizing the risk associated with resistance and accelerating the acceptance and adoption of the change. This is the LaMarsh Global definition of effective change management – we call our approach and methodology Managed Change™.

Managed Change™ increases the probability of achieving and sustaining the desired objectives of the Six Sigma project. Six Sigma implementations traditionally recognize the need for change management in support of the DMAIC and DMEDI processes. Unfortunately, most implementations have not provided the Black Belt community with a viable “roadmap” and the tools for dealing with this individual and organizational resistance. Many of our clients are proving that by adding Managed Change™ to complement and support the DMAIC and DMEDI processes, their Six Sigma implementations are easier/less painful.

Managed Change™ is a powerful, data-based approach that accelerates change and positions the change so that it can be effectively sustained once the project team is disbanded. Help your Six Sigma community deal with the natural resistance that *will be generated* by your Six Sigma projects by including the **Six Sigma & Managed Change™ Workshop** as part of their learning and skills development program. Let us help you imbed the Managed Change™ process, model and tools into your Six Sigma process and integrate this outstanding workshop program into your Six Sigma training curriculum.



Objectives - to enable participants to:

- Develop a working knowledge of the Managed Change™ process and its alignment with Six Sigma.
- Identify the potential organizational resistance that will impact the success of a Six Sigma project.
- Design and build a change management strategy for the project.
- Assess the skills of the people who are charged with making the change happen, and create a plan for enhancing and leveraging their skills.
- Create a plan for helping the leaders of the organization become better “sponsors” of the change.
- Create Communication, Learning and Reward/Recognition action plans for reinforcing and encouraging positive, productive behaviors and discouraging nonproductive and counter-productive behaviors.
- Develop systems that will help people overcome their resistance to the change and more rapidly accept the change.
- Build a plan to monitor the results of the project to make sure that the changes are sustained.

Participants: Master Black Belts, Deployment Champions, Black Belts, Green Belts & Champions/Sponsors

Prerequisites: The participants must:

- ❑ Be Black Belts, Green Belts or Master Black Belts or be candidates for certification.
- ❑ Have a Six Sigma Project to address.

Preparation: Experience with at least one Six Sigma project prior to coming to the Workshop. Bring your version of Six Sigma with you.



SIX SIGMA & MANAGED CHANGE™ WORKSHOP OUTLINE

The Six Sigma & Managed Change™ Workshop takes the participant through the Six Sigma DMAIC model and identifies where and how to address change management and insert key data collection, analysis and planning points that will enhance the success of the project. This program qualifies for a minimum of 14 PDU credits from PMI.

An Overview of the Change Process

- Cost of failure to manage change effectively.
- Tools and resources that change management consultant's use.

Define Opportunities

- Analyze the Current and Desired States as potential sources of resistance
- Expand the data collected in the Stakeholder Analysis
- Determine the impact of multiple changes on various target groups affected by the change
- Identify Sponsors, Change Agents and Targets and assess their ability to perform the roles required

Measure Performance : Analyze Opportunity

- Continue data collection using the Managed Change™ tools

Improve Performance

- Add the resistance factor to the Impact/Effort and Criteria Based Decision Matrix
- Develop and deploy a resistance reduction strategy using the three change management system

Control Performance

- Build a Sustainability Plan to overcome lingering and flaring resistance

SIX SIGMA & MANAGED CHANGE™ WORKSHOP LOGISTICS

On-Site Client Workshop

Timing: Minimum two (2) days

Location: Client Site

Dates: Flexible

Cost: \$3,500USD per day, plus travel & living expenses. \$325 per person for the Participant Guide with hard copy and electronic toolkit, the quick reference Managed Change™ Easel, plus the book *Master Change, Maximize Success* by J. LaMarsh & R. Potts

*Note: Minimum attendance – 6 participants per program. Maximum attendance - 24 participants per program

Special Offer: Any participant who completes this workshop program will become eligible to enroll in the certification portion of the **Change Agent Certification Program** for \$1,350USD per participant.

Open Enrollment Program

Timing: Two & ½ (2.5) days. Attend a standard Managed Change™ Workshop, plus an additional ½ day focused on the alignment of Managed Change™ with Six Sigma.

Location: Chicago, Illinois

Dates: February 1 – 3, 2012

May 2 – 4, 2012

August 22 – 24, 2012

November 7 – 9, 2012

Cost: \$2,295USD per participant. Includes Six Sigma & Managed Change™ Workshop Participant Guide.

Special Offer: Any participant who completes this workshop program will become eligible to enroll in the certification portion of the **Change Agent Certification Program** for \$1,350USD per participant.

To register, contact:
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WHO IS LAMARSH GLOBAL ?

We are a world leader in change management consulting and learning services. We help our clients deliver the results and benefits expected from business change like that driven by technology or a merger/acquisition. Our goal is to help our clients reduce resistance and make it easier for their people to change. Through our commitment to knowledge transfer, we empower our clients to become their own internal change management resources.

We offer our clients unparalleled project consulting support, a full curriculum of learning programs, cutting-edge web-based e-learning, multi-level competency development and certification programs, our complete step-by-step consulting methodology, and change management coaching services for leaders and change agents. We invite you to join companies from around the world across a variety of industries and lines of business who already experience the value and power of the Managed Change™ approach.