



People-Centred Implementation (PCI®) Practitioner Programme

Implementing change successfully



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Implementing change successfully

Do you need to successfully implement major changes in your organisation? Are you hitting hurdles such as poor sponsorship, insufficient commitment, low levels of behaviour change and employee resistance?

Changefirst helps people become effective at managing, implementing and thriving on change.

With our unique PCI methodology, online application and training, you can improve your ability to implement organisational change faster, more comprehensively and more sustainably. The result? You improve the performance of your organisation by building sustainable change implementation capabilities.

PCI is a proven way to

- Make your organisation more agile
- Implement change successfully
- Create employee engagement
- Save money versus external consulting interventions
- Build lasting change capabilities in your people

The People-Centred Implementation (PCI®) Practitioner Programme is a three-day event preceded by an e-learning session to give you further coaching on applying PCI to your projects.

What will you be able to do after the programme?

The PCI Practitioner Programme trains managers to implement major change initiatives in their organisation. By the end of the programme you will be able to:

- measure the impact organisational change has on people
- sell the case for focusing on the people side of change
- track the risks and enablers for your change initiatives
- build robust change plans
- execute the people plan for a major change initiative

You become licensed to use **e-change** – a powerful web based business application that enables you to analyse, plan, track and implement change. **e-change** is an integrated methodology containing change implementation tools, processes, presentations and coaching. It's simple to use and practical to apply.

PCI Practitioner Programme details

Who should participate in the programme?

Anyone who is responsible for planning and executing major change initiatives in their organisation.

What do you receive?

- Over 25 hours of practical action learning
- Application webinar 90-days after the programme
- Detailed workbook
- Easy reference pocket guide
- Key slide pack
- Ten change implementation tools
- Four change planning tools
- Over twenty different change templates
- Access to a community site with shared practice, on-going support and multiple web resources
- Access to e-change refresher modules – e-learning that reminds you of the key issues and steps





People-Centred Implementation (PCI) methodology

PCI is a comprehensive change management methodology that helps organisations plan, implement and track major change initiatives. It's designed to help change managers plan their initiatives in a way that focuses on the people aspects of organisational change. It is:

- **Results-Oriented:** PCI is designed to accelerate and sustain change initiatives
- **Comprehensive:** PCI is an integrated set of diagnostic tools, transition management processes and change leadership skills
- **Disciplined:** PCI brings process to assessing change risk, change implementation planning and executing change
- **Flexible:** PCI works with most change initiatives and integrates with processes such as Six Sigma, PMI and Prince 2

Managing six critical success factors

PCI works with many different types of changes. For example: new technology, outsourcing, restructuring, mergers or process improvements. It shows change leaders how to actively manage six critical success factors:



PCI makes change happen by:

- Driving leadership awareness and strategic support for change initiatives
- Involving people in creating and sustaining successful change
- Helping people to change their behaviour to fit new ways of working
- Creating solid, consistent plans for communication, training and rewards
- Building commitment to change at all levels of the organisation
- Measuring and tracking change results
- Developing change leadership in the organisation

People-Centred Implementation embodies over forty years of research and sixteen years of data collection, field application and continuous improvement.

To learn more, download our [Building Sustainable Change Capability](#) paper (pdf format).



e-change[®]

e-change is a powerful online business application that enables you to analyse, plan, track and implement change. e-change includes effective change implementation tools and processes.

Why use e-change?

- Easy to access
- Simple to use
- Value for money
- Improves implementation
- Aids your decision-making
- Improves your performance

What is e-change?

e-change is a set of ten implementation tools, four planning tools and over twenty different change templates. You can download a major change presentation to use in meetings. It is completely interactive with automated data gathering and analysis, simple downloading of key documents and major online planning and coaching features. e-change enables you to:

- Plan change initiatives
- Diagnose key change situations
- Run focus and planning meetings
- Track change progress

“These tools are a concise, practical and effective use of time.”

OD Manager

Contact kim.vaisey@changefirst.com if you would like to view an e-change demo, and see how effective and simple to use it really is.



PCI Programme Details

The People Centred Implementation (PCI) Practitioner Programme is a three day action learning workshop where people work on real changes to build people centred execution plans and includes 3 hours elearning as pre-work and eligibility to apply for accredited status.

The programme trains managers to implement major change initiatives in their organisation. By the end of the programme you will be able to:

- measure the impact organisational change has on people
- sell the case for focusing on the people side of change
- track the risks and enablers for your change initiatives
- build robust change plans
- execute the people plan for a major change initiative

“Excellent - tailored content and made relevant to each employee on the course - the content was well presented and the mood was maintained well throughout. Really enjoyed the course.”

Programme Manager



Day 1

Session	Content
Introduction	<ul style="list-style-type: none"> Experiences of change
People-Centred Implementation	<ul style="list-style-type: none"> Why people are key in successful change Key Concepts
People-Centred Implementation application	<ul style="list-style-type: none"> Development of PCI Overview of methodology Capacity and demand for change The six critical success factors Video Case Study Analysing organisational change legacy
Sharing the change purpose	<ul style="list-style-type: none"> Understanding vision, imperative and solution Documenting the people ramifications of organisational change Impact of culture on change Building and communicating 'elevator speeches'

"Participating in the webinars helps me transform the theory into daily business."

Group IT Operations

What do you receive?

- Over 25 hours of practical action learning
- Detailed workbook
- Easy reference pocket guide
- Key slide pack
- Ten change implementation tools
- Four change planning tools
- Over twenty different change templates
- Access to a community site with shared practice, on-going support and multiple web resources
- Access to e-change refresher modules – e-learning that reminds you of the key issues and steps
- Extensive online business planning application

Day 2

Session	Content
Creating effective change leadership	<ul style="list-style-type: none"> Key leadership roles in change Mapping the change network and organisational dynamics Identifying key relationships and power sources in change Sponsor, change agent and influencer roles and development
Engaging the organisation	<ul style="list-style-type: none"> Communication strategies and plans Involvement strategies and plans Rewards strategies and plans Learning strategies and plans
Building committed local sponsorship	<ul style="list-style-type: none"> Role of middle and front line sponsors in change Identifying readiness to change Leadership commitment building model Developing local sponsorship
Creating strong personal connections	<ul style="list-style-type: none"> Creating actions to increase people's commitment to change Commitment building strategies

Day 3

Session	Content
Sustaining personal performance	<ul style="list-style-type: none"> Maintaining performance during change Understanding reasons for, and behaviours during resistance
Implementation Assessment and Planning	<ul style="list-style-type: none"> Project planning Building change actions Integrating PCI actions into project plans Measurement
Using PCI Online Tools effectively	<ul style="list-style-type: none"> Tools guidelines Fit of tools to change steps Interactive tools Diagnostic tools Planning Tools Using PCI Tools Online
Phone House case study	<ul style="list-style-type: none"> Check ability to use methodology Analyse situation using PCI Group preparation and feedback
Project and Personal Planning	<ul style="list-style-type: none"> Integration and analysis of project work during 3-days Project planning next steps Personal reflection and planning

98% of people who attend our workshops would recommend this programme to a colleague.



About Changefirst

Founded in 1995, Changefirst has grown through the constant development, field testing and validation of our proprietary PCI methodology.

The company operates around the world delivering workshops in Europe, North America, Asia and Australia/New Zealand. PCI has been delivered in over 35 countries around the world.





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