



# BSI Training Academy

## Organizational Change Practitioner (ISO 18404)

### training course

Level **1 C 2 C**

#### Essential information about the course

Lean methods can provide a simple and effective approach to identifying and removing process waste and increasing organizational speed and efficiency. Equally, the use of Six Sigma techniques and DMAIC methodologies can facilitate substantially lower costs and increased customer satisfaction through reduced variation in process outcomes.

Our Organizational Change Practitioner (ISO 18404) training course equips you with the tools to deliver effective project work and continual improvement in the workplace. You will learn about the change management methodologies and tools for continual improvement which can be used in conjunction with Lean Six Sigma projects to achieve improvements in quality and efficiency.

This may be undertaken as a standalone course if you only wish to learn about change. However if you want to progress towards becoming a Certified Six Sigma Green Belt

or Lean Practitioner, you'll need to attend and pass our White, Yellow, and Foundation Green Belt courses, as well as either the Lean Practitioner or Six Sigma Green Belt (or equivalents). Attending both the Practitioner and Green Belt courses, as well as the other courses and project work you'll undertake, will be a major step towards attaining Lean Six Sigma Advanced Green Belt status.

During this interactive and highly practical two-day course you'll discover how to identify behaviours and mind-sets that deliver successful change and can help you overcome organizational resistance and increase the probability of successful project outcomes. Our expert tutors will make sure you complete the course feeling confident that you can apply the knowledge and implement change management techniques as soon as you step back inside your organization.

#### What you will cover during this two-day course

##### Day 1

- Introduction, aims, objectives and course structure
- Introduction to change management
  - Activity 1: What is change management
- Barriers to change
  - Activity 2: Barriers to change matrix
- Introduction to mindsets and behaviours
  - Activity 3: Building trust
  - Activity 4: Mindsets and behaviours
- Introduction to change models
  - Kübler-Ross' change curve
  - Kotter
  - ADKAR
  - Activity 5: Change models
- Introduction to personality types
  - Activity 6: Personality types
  - Activity 7: People types
- Introduction to motivating, coaching and mentoring teamwork
  - Activity 8: Teamwork

##### Day 2

- Leadership
  - Activity 9: Leadership and feedback
- Team decision making for consensus
  - Activity 10: Team decision making for consensus
- Stakeholder management
  - Activity 11: Stakeholder management and communication plan
- Influencing
  - Activity 12: Elevator speech
- Introduction to 360 degree feedback and self-assessment
- Creating a change management plan
  - Activity 13: Case study workshop
- Next steps, questions and close

**Book today at**  
[bsigroup.com/training](https://www.bsigroup.com/training)

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## training course

We want to make sure you have the best learning experience possible. That's why we offer a range of training courses from beginner to expert. We create a positive learning environment so you retain the knowledge and acquire skills that will continue to be of use beyond the course.

### Make sure this is the right course for you.

#### This is the course for you if:

- You need to apply effective and structured change management methodologies to improve quality and efficiency
- If you are part of an organization, leading or working in a team adopting Lean Six Sigma as its chosen improvement methodology
- You are involved in implementing a quality management system such as ISO 9001

#### What is the course like?

- Two days long
- Led by a BSI expert tutor
- Relaxed and comfortable learning environment
- You will receive comprehensive course materials to take away

#### How will I benefit?

- Gain confidence in understanding change management methodologies
- Guide continual improvement teams through change implementation
- Develop professionally
- Network with likeminded peers
- Receive a BSI Certificate

## Why invest in training from BSI?

When you attend a BSI training course, our tutors are the best in the business. They're truly passionate about sharing their knowledge and ensuring you learn. Trusted experts with years of hands-on and business experience, they bring the subject matter to life with relevant and contemporary examples.



Upon successful completion of your course, you'll receive an internationally recognized BSI certificate.

### Training delivered at your site



This could be a convenient and cost effective option, especially if you have multiple delegates.

**Talk to one of our experts to find out more**

### Next steps with the BSI Academy



Want to learn more? You may be interested in:

**Lean Practitioner – (ISO 18404) training course**

**Six Sigma Green Belt – (ISO 18404) training course**

# bsi.

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