Practical Application of Change Enablement Training

Duration: **2 Day**

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This two day course bridges ITIL theory and real environment practice specifically for Change Enablement. Participants will work with an instructor through tools, considerations, and actionable steps to implement, improve or assess the Change Enablement (Change Management) practice in their organisation.

Prerequisites

An ITIL® 4 Foundation certificate is preferred, although a basic understanding of ITIL will also be sufficient.

Target audience

This course is suitable for anyone responsible for or interested in change activities within their organisation—regardless of role or structure.

What You Will Learn

Participants will be equipped to:

- Clarify the vision and metrics trail for change
- Assess current state through change models, authorities, baselines, and value streams
- Define future state via business cases, SMART objectives, success measures, and authority structures
- Plan the journey with improvement plans, communication, KPIs, roles, and interfaces
- Execute change planning and monitoring (including stakeholder engagement)
- Validate outcomes through scorecards, reviews, benefits realisation, and baselines
- Sustain momentum with new authorities, evolving value streams, and iteration

Training Outline

What's the vision

- Vision to metrics trail
- Purpose of change
- RACI

Where are we now

- Change models
- Change authorities
- Change schedule
- Value streams for changes
- Baselines

Where do we want to be

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- Business cases
- SMART objectives
- Success measures
- Change authorities

How do we get there

- Change models
- Shift left
- Improvement plans
- Change Advisory Board (CAB)
- KPIs / CSFs / PSFs
- Stakeholders and communication planning

Take action

- Change planning
- Roles
- Observing and monitoring progression
- Interfaces

Did we get there

- Scorecards
- Change reviews
- Benefits realisation
- Value stream baselines

How to keep the momentum going

- Planning next cycles
- New change authorities
- Improved value streams

Exams and assessments

This course does not include formal assessments. Shape

Hands-on learning

Learners will engage in:

- Facilitated exercises mapped to each phase in the continual improvement model
- Tool application (e.g. mapping value streams, change models, communications plans)
- Small group scenario work to simulate change enablement decisions
- Peer review and discussion of outputs
- Reflection on how to apply course techniques in participants' own contexts