



# Change Management for Technology Transformation

TRAINING

Optimise Adoption, Address Resistance  
and Drive Innovation



Facilitated by  
**CAZ MCLEAN**  
Strategist, Facilitator, Business Partner  
Caz McLean Consulting

Online → 12 & 19 July 2023



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## Overview

According to McKinsey & Company, a whopping 70% of digital transformations fail. And a recent BCG survey reveals 75% of transformation efforts don't deliver the anticipated results.

Why? Technology project goals are often improperly defined and poorly communicated. This frightens and frustrates employees. Instead of adoption, you get resistance, misalignment across departments and competing interests without common goals. Change management (or lack of ) can make or break modernisation initiatives. However sometimes its not a key focus but is a part of the project that you are in a crucial position to influence and make decisions on.

This online training course has been developed for IT leaders who are leading transformation and modernisation initiatives in the public sector. It will focus on strategic planning and communication skills to influence and drive transformation forward. It will address the common challenges that IT specialists encounter and. In addition it will investigate some of the recurrent break points that cause projects to fail.

It will enable IT managers to effectively communicate and engage with stakeholders, including senior management, staff, and end-users, throughout the change process.

## Learning Objectives

- Understand the principles of change management
- The role of change management in driving technology innovation
- Apply change management to unlock your goals
- Communicating goals and engaging with stakeholders
- Optimising adoption
- Pre-empting and addressing resistance
- Setting up for continuous improvement

## Why Attend

- Build your change management skills
- How to address resistance
- Gain an insights into change management frameworks and methodologies
- Understand how evaluate and monitor progress
- Planning next steps

## Who Should Attend

Directors, Assistant Director, Manager, Project Manager, and Leads of:

- **IT, ICT and Technology**
- **Business Transformation**
- **Change Management and Transformation**
- **Innovation and Digital Transformation**

## Meet Your Facilitator



**CAZ MCLEAN**

Strategist, Facilitator, Business Partner  
Caz McLean Consulting

Caz McLean has over 20 years' experience designing and delivering sustainable and innovative strategies and services. She is always curious and eager to learn, and this fuels her passion for finding new and better ways of doing things to increase efficiency and effectiveness, while also providing a better experience for the customer, the community and organisations. She is committed to the value of all people and the expert contribution they bring to the design of sustainable solutions and complex problem solving.

Having worked in education, policy, the performing arts, community services, management consulting, strategy and transformation, one of the biggest lessons Caz has learnt is that those people impacted by change must be involved in designing solutions together.

Caz has a Masters Degrees in Policy and Human Services, Strategic Foresight and Business Administration, the highlight of which was being one of six students selected by Northeastern University in Boston to attend a summer semester to study strategic and ethical leadership in July 2018.

Caz's work is informed by the insights she has gained through her experience facilitating participative processes with the community and organisations, leading enterprise-wide change, building high performing teams and leadership capability, along with a commitment to always striving to be being a better person and leader.

## Come Prepared With

**This workshop is highly interactive with group activities and discussions throughout. Come prepared with some current challenges you are facing in your organisation.**

To participate you'll need:

- A computer with camera and microphone
- Strong internet connection
- Quiet, well-lit space

## Register Early & Save

Extra Early Bird	Early Bird	Standard Price
Register by 21 <sup>st</sup> Apr	Register by 2 <sup>nd</sup> Jun	Register by 11 <sup>th</sup> Jul
\$795 + GST	\$995 + GST	\$1,195 + GST
Save \$400	Save \$200	-

**CLICK HERE TO REGISTER**

\*Group Discounts Available - Contact Registration at [registrations@publicsectornetwork.com](mailto:registrations@publicsectornetwork.com) or Call on **(02) 9057 9070**

## Module 1 – Principles of Change Management

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### 10:00am Welcome and Introductions

- Purpose
  - Overview
  - Expectations
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### 10:30am The Dynamics of Change

- Context for change
  - We're human
  - The seven dynamics of change are that people
  - Models of change management
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### 11:15am Break

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### 11:25am The Role of Change Management in Innovation

- What is innovation? A shared definition
  - Activity
  - Reflection and learning
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### 12:05pm Lunch Break

## Module 2 – Goal Setting and Strategy

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### 12:35pm Setting Goals and Crafting a Strategy

- Why is a compelling Vision important?
  - Exploring examples and tools
  - Group Discussion
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### 1:20pm Break

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### 1:30pm Crafting a Strategy: Adopting a structured approach to change

- Identify objectives, scope, and stakeholders
  - How to assess risks and impacts of the change
  - The resources and capabilities needed to implement the change successfully
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### 2:15pm Reflections and Closing remarks

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### 2:30pm End of Day 1

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## Module 3 – Navigating Resistance and Adoption

**10:00am** Welcome and Recap

**10:15am** Unlocking Resistance

- Involving staff and all stakeholders
- Communication
- Managing resistance
- Group discussion

**11:15am** Break

**11:25am** Enabling Adoption among Internal Stakeholders

- Opportunities to see, feel, touch, and try
- Fostering a learning environment
- Change experiments
- Tips and tricks

**12:05pm** Lunch

## Module 4 – Next Steps

**12:35pm** Monitoring and Analysing Progress

- Monitoring achievement of strategy
- Adjustments and feedback
- Monitoring post change

**1:20pm** Break

**1:30pm** Planning for Continuous Improvement

- Moving away from Set and Forget
- Flexibility and responsiveness
- Culture of continuous improvement

**2:15pm** Reflections and Closing remarks

**2:30pm** End of Day 2

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