

LEAN CHANGE AGENT



WHAT YOU'LL LEARN

- Understand how to apply Agile and Lean techniques to Change Management
- How to use Agile techniques within your existing Change Management framework
- How to reframe resistance to change to response to change
- How to modernise your change management practices Combine ideas from Lean Startup, Agile, OD and CM to develop your own contextual change framework
- Alternatives to ROI and project management thinking
- How to use light-weight planning and measurement tools such as Change Canvases, OKRs, Perspective Mapping and more.



2 DAY WORKSHOP AGENDA

Day 1:

- **Introduction:** why are you here? What is the ultimate question you hope to have answered? **What is Lean Change Management**, and how is it similar, and different, to how you approach change today?
- **Agile Change Management:** Overview of the Agile values and principles, and how you can apply that thinking to change management.
- **Alignment:** How to use light-weight tools for change readiness, change liftoffs, and ongoing facilitation of change
- **Incremental Change:** How to move away from traditional ROI and towards reducing uncertainty by breaking down change into quarterly objectives with tangible key results.

Day 2:

- **Experiments:** How to move away from change activities, and towards change experiments. This includes good practices for communication, creating alignment, providing status to change sponsors and more.
- **People:** Why the notion of 'resistance to change' is wrong, and why the "70% of changes fail" is incorrect. We'll explore how different people respond to change differently, and how you, the change agent, can navigate that complexity
- **Your Own Change Framework:** We'll take the learning from both days, and discuss what your own change framework could look like and you'll answer your own questions that were created at the beginning of Day 1.

PARTICIPANTS SAY:

"If you want to challenge your current bias & thinking in Change Management frameworks and approaches, this is the workshop for you. The learnings will assist our organisation in being 'change capable' - agile and nimble in implementing successful change." Louise Clarke, Group Change Manager, May 2016

"One of the best courses I've attended in recent times. I've got new tools that I believe I'll be able to use from the next week itself. Ro and Charlotte's facilitation skills are top notch." Sunish Chabba, Agile Consultant, Sept 2016

"If your change management approach is being buried in documentation, then this workshop will help to bring the change approach back to the people and engage them in co-creating their future." Stephanie Easthope, Faculty Manager, Ko Awatea Counties Manukaw Health, May 2016.

"Open and honest, and really provided a safe environment to be able to raise ideas ask questions, and relaxed so that the energy levels were maintained and I didn't feel like I was just listening to a facilitator." Anne Church, 2019

"I loved how the workshop showed practically how co-creation is done and how Lean Change as a framework as well as a philosophy can be applied anywhere. Between Charlotte and Ro, they bring so much experience and knowledge and their energy just bounces off each other, which is infectious." Has Razwi, Project Manager, July 2016

Facilitators were very energetic and provided information well beyond pure change tools. The workshop was extremely interactive and allowed us to learn through action. Bill Lagerberg, Agile Coach Manager, 2017



Ro Gorell

With almost 30 years experience in Organisational Change, Continuous Improvement, and Coaching, Ro has dedicated her career to helping organisations become agile and change ready.

Having delivered multiple business improvement and people change projects globally, Ro utilises her expertise and a Lean Change approach to help organisations navigate the link between Agile and Organisation Development.

Ro has co-authored "50 Top tools for Coaching" as well as other coaching books. She focuses on a science-based approach to change and the future of work in the digital age.



Charlotte Mawle

With almost 30 years experience in Organisational Change, IT Service Delivery, and Coaching, Charlotte has dedicated her career to helping organisations creatively fuse ideas to become resilient and accelerate change.

She focuses on change & resilience to help people and organisations become fit for the future in the digital age.