

## Syllabus

# Certified Lean Six Sigma Change Guide

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### Introductions

#### Recognizing the Need for Change

- Recognize the Need
- Threat / Opportunity Matrix
- Link the Need to the People
- Change Capability Assessment
- The Two Elements of Effective Change

#### Building the Case for Change Management

- Transitions – The Three Phases
- Drivers of Change
- AQAL Model
- Why Manage Change
- The Eight Constants of Change
- The Change Management 101 Methodology and Model

#### Linking Change Management with Project Management and Lean Six Sigma

#### Plan Phase: Assess Need

- Stakeholder Analysis
- Leadership Alignment Assessment
- SWOT
- Change Management Effort Assessment

#### Plan Phase: Develop Plan

- Change Management Workplan
- HR Infrastructure Checklist
- Communication Audit
- Communication Plan
- Leadership Involvement Plan

### **Do Phase: Launch Communications**

- **Key Messages Worksheet**
- **Elevator Speech**
- **Communication Network Table**
- **Road Show Agenda/Feedback Form**
- **FAQ Sheet**

### **Do Phase: Transition Work**

- **Change Readiness Audit**
- **Commitment Assessment**
- **Implementation Checklist**
- **Stakeholder Commitment Meeting Template**
- **Workforce Transition Plan**
- **Training Needs Assessment**

### **Sustain Phase: Align Structures**

- **Systems and Structures Action Plan**
- **Rewards & Measures Alignment Template**
- **Roles and Responsibilities Template**
- **Knowledge Sharing Agreement**

### **Sustain Phase: Optimize Results**

- **Change Integration Checklist**
- **Post Implementation Scorecard**
- **Post Implementation Questionnaire**
- **Lessons Learned Process**

### **Wrap-up Discussion**

- **Tool Reference Guide**
- **Change Management Certification Requirements**
- **Start your Change Management Workplan and plan next steps**

\* Syllabus subject to change dependent on audience