**STATEMENT OF REQUIREMENT (SOR) FOR THE PROVISION OF PROSCI CHANGE MANAGEMENT TRAINING TO THE MOD**

**Introduction/Background**

The MOD Transformation Team, People Portfolio and People Transformation Team support programmes and projects across Defence. DE&S Ships and Weapons Business Change Managers support projects across their areas, ensuring people are ready, willing and able to accept the changes that are to be rolled out. The DNO Change and Governance team are delivering major cultural change programmes within DNO.

There is a requirement for Project Delivery Specialists to increase their change management knowledge and skills to allow them to successfully deliver the project and programme objectives.

The knowledge and skills required include practical tools, techniques and products for assessing change readiness, a standard methodology for assessing the effects of change, and a means of gathering metrics to assess the change readiness criteria.

**A description of the organisation and a description of the work undertaken**

The MOD Transformation Team, People Portfolio Team, People Transformation Team, DE&S Ships Change team and DNO Change and Governance Team all support programmes and projects which will impact the workforce, and as change practitioners they will work with programme and project managers to deliver change across Defence through the programme and project lifecycles.

**A description of the requirement - clearly stated in output terms**

Delivery of the 3-day Prosci Change Management Practitioner certification course to 12 MOD staff. The training will need to include the following topics:

- Why change management?
- The ROI of effective change management
- The Prosci ADKAR model
- The 7 concepts of change
- Preparing for change: assessing business readiness
- Preparing for change: building team structure and assessing sponsorship
- Managing change: creating customised communication and sponsorship plans
- Managing change: creating coaching, training and resistance management plans
- Reinforcing change

**Performance/Quality requirements**

At the end of the training attendees will be able to:

- Define and understand the value of change management
- Apply the Prosci ADKAR model to facilitate individual change

At the end of the training attendees will have:

- Access to a global network of Prosci certified Change Practitioners
- Been certified in the internationally recognised Prosci Change Management Methodology (assuming they successfully complete any assessments required)
- A change management plan and business case
- Applied the change management methodology to a real project
- 12 month subscription to Prosci's eToolkit
- Prosci single user licence

**Deliverables**

Delivery of the 3-day Prosci Change Management Practitioner certification course to 11 MOD staff.

**Location (where the work/task is to be performed)**

Due to Covid-19 related working restrictions the training will need to be delivered to staff remotely.

**Technical Publications, if required**

Attendees will require the following course materials:

- Prosci change management workbook
- The Best Practice in Change Management Benchmarking Report

**Qualifications/experience required**

The training provider must be a Prosci Primary Affiliate in the United Kingdom with rights to offer Public, Open Enrolment Prosci Certification in the UK.

**Training/skill transfer**

See 'performance/quality requirements' section.

**Delivery details**

Due to Covid-19 related working restrictions the training will need to be delivered to staff remotely.

**Acceptance criteria**

Delivery of the 3-day Prosci Change Management Practitioner certification course to 11 MOD staff and achievement of the 'performance/quality requirements'.

**Government furnished resources/equipment**

N/A

**Reporting/review/progress issues**

N/A

**Management information**

N/A

**Realistic, timely and measurable Key Performance Indicators (KPIs) against which the deliverables will be judged**

Delivery of the 3-day Prosci Change Management Practitioner certification course to 12 MOD staff and achievement of the 'performance/quality requirements'.

**Any security aspects.**

N/A