PROSCI CHANGE MANAGEMENT TRAINING - STATEMENT OF REQUIREMENT

Introduction/Background

The MOD Transformation Team supports programmes and projects across Defence. This includes, but is not limited to, the Smarter Working Programme which is being led by the Transformation Team.

There is a requirement for Project Delivery Specialists working on the Smarter Working Programme to increase their change management knowledge and skills to allow them to successfully deliver the Smarter Working Programme objectives. There is also a requirement for the Transformation Change Management Team to increase their breadth of change management knowledge and skills so they can support future change initiatives in Defence.

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 supports change initiatives across Defence including, but not limited to, the Smarter Working Programme.

A description of the requirement - clearly stated in output terms

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

Any security aspects.

N/A