

One-day experiential workshop to provide practical tools and real-life examples of communicating change in technology and ways of working to your client audiences.

The course will highlight the change journey that your clients go through and how communication is critical to help overcome resistance and support product implementation.

OUTCOMES FOR YOU (COMPANY)

By the end of the workshop, participants will be able to:

- 01** Understand change journey that client audiences go through, potential sources of resistance and solutions
- 02** Understand that communication is a critical part of delivery and need to be considered upfront to ensure successful product implementation
- 03** Create a high-level strategic communication plan to support change project implementation
- 04** Recognise risks early from a lack of support among key stakeholders and be able to use communication tools and techniques to increase engagement
- 05** Recommend key tools that work at each point of change implementation cycle and support transition to new ways of working

OUTCOMES FOR THE INDIVIDUAL

- 01** Appreciation of complexities of implementation of new products and technologies from client perspective
- 02** Greater ability to support clients through challenging phases of transition
- 03** Increased confidence to ask the right questions at core steps of project implementation to prevent any challenges later on
- 04** Greater ability to use the same 'language' with their client and understand nuances of managing change at different project stages
- 05** Increased comfort in discussing and contextualising requests for changes/new functionality
- 06** Empowered to address client concerns around complexities of transition and discuss solutions

01
DAY

01
MODULE

TIMEFRAME & FORMAT

One Day / Classroom / Practical exercises & discussion

AUDIENCE

FinTech / RegTech Professionals
Project / Programme Managers
Business Change / Readiness Leads
Associate Consultants
Product Owners
Tech Product Consultants

MODULE 01

How people perceive change
The role of communications
Change communication plan & key tools (with practical exercises)
Discuss scenario #1: Building leadership alignment
Discuss scenario #2: Embedding new ways of working

 **CHANGE COMMUNICATIONS**