

# Starter Workshop

1-day Workshop Outline



## Starter Workshop

### 1-Day, Human Change in Digital Transformation

Are you feeling the pain of employees resisting your digital changes? Are you experiencing the complexity of dealing with human beings' behaviours and skill-levels in your digital projects but can't quite grasp how to change them? Do you see the light with human change and soft skills driving results in digital projects but know that your co-workers aren't quite there yet?

This course is popularly procured by leaders of digital change projects and programmes who recognise that human change management may be a key ingredient to overcoming resistance and achieving measurable results, and now want to explore it further and rally a team of stakeholders around that idea.

#### Duration:

1-Day Workshop

#### Program Objectives:

At conclusion of this program, participants will be able to:

- Realise the critical importance of leading and managing human change, and its relationship to the success of digital transformation projects;
- Understand the return on investment and risk-mitigation value human change brings to your project;
- Describe ways people react to change and understand that adapting to change is not technical but attitudinal;
- Avoid common humanistic pitfalls when implementing new digital technologies;
- Draw from a high-level plan for human change in your specific organisation.

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#### Program Outline:

##### Understanding you

- A frank discussion about change and how it's been and is being handled in your organisation.

##### Defining the impact of human change management

- ROI and statistics on human change, putting the case for the critical importance of human change for driving measurable results in digital transformation.
- Understanding the change curve. The change curve is a powerful model used to understand the stages of personal transition and organisational change, helping you predict how people will react to change, so that you can help them make their own personal transitions through *denial, anger or emotion, hope and acceptance*.
- Addressing how human beings respond to change and why people resist processes, rules and procedures. We will also explore the phenomena of *people who upset the status quo*.

##### Preventing Pitfalls

- The most common mistakes organisations make, such as blindness to alternatives, failure to define an impactful and inspiring purpose for the change, lots of talk and not enough action, failing to deal with resistance proactively, weak or bland corporate

communications, inconsistent leadership involvement, preparing employees with digital skills and assuming employees know or understand what to do.

- How to avoid those errors.

### **Wheels in Motion: Heads, Heart and Hands**

We will share with you an impactful framework you can call upon when driving change to help you achieve commitment from employees via a three-part model: *head, hearts and hands*:

- **Head:** *What will change? Who will change?*  
The logic of the analysis and recommendation;
- **Heart** *Why should we change? And why now?*  
Why the client should change;
- **Hands** *How will we change? Where will the change take place?*  
Making it easy to implement the change daily.

### **Putting Together A Plan**

- Recap and identify the actionable insights you have developed.
- Defining a plan of action to take into to your digital projects.
- Course notes documented and shared.
- Post-match call within 48-hours of workshop.
- Write up of recommendations.

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### **Number of Attendees:**

Maximum of 10 attendees per workshop.

### **Participation Guidance:**

This workshop is designed to cater for anyone who works in a change orientated environment, or an environment where change needs to happen. We are also able to tailor the content if we are working with a group of people managers, customer facing staff or any staff who are needing to go through organisational or business change.

Our courses are designed to be enjoyable, interactive, experiential and stimulating to maximise on the learning opportunity. This means that everyone has a chance to contribute and get involved throughout.

### **Facilities Required:**

Audio/visual equipment for presentations;  
Room booking at your offices for 1x full day.

### **Your investment:**

£1995

*This is exclusive of VAT and any travel & expenditure charges for offices outside of London and the South East of England.*

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Your workshop will be led by Katapult Partners, experts in organisational change in digital transformation, helping you overcome resistance to change, transforming your digital initiatives into solutions your employees will truly love and thank you for. To book your workshop, contact our friendly team at [hello@katapultpartners.com](mailto:hello@katapultpartners.com) today.