MG19 Business Process and Management of Change

This course equips participants with the knowledge, tools, and practical techniques required to analyse, redesign, and optimise processes while leading change initiatives with confidence. By combining process improvement frameworks with proven change management methodologies, delegates will gain the ability to drive operational excellence and embed sustainable transformation. Participants will learn how to overcome resistance, foster a culture of adaptability, and ensure smooth implementation of change initiatives across diverse organisational contexts.

Course Information

Duration: 5 days

London (£4950): 14th July 2025, 8th September 2025, 27th October 2025, 15th December 2025, 23rd March 2026, 18th May 2026, 13th July 2026, 7th September 2026, 26th October 2026, 14th December 2026

Companies nominating 3 or more delegates to attend the same programme will enjoy a special discount on the course fees.

Upon completion of one of our CPD certified courses, delegates will be awarded both an LMC certificate and a CPD certificate. No examination required.

Who is the course suitable for?

This programme is designed for managers, department heads, and professionals responsible for driving process efficiency and leading change in their organisations. It is particularly valuable for those working in dynamic environments where continuous improvement and adaptability are essential.

Course profile

Business Process Insight & Alignment

- Analysing core and support business processes
- Mapping processes for clarity and efficiency
- Defining key areas requiring immediate attention and transformation.
- Understanding the link between processes and organisational strategy
- Using Lean and Six Sigma principles to establish a foundation

Mastering Business Process Management

- The five core steps of Business Process Management (BPM).
- Documenting existing processes and pinpointing inefficiencies.
- Developing strategies for process optimisation.
- Leveraging technology and automation to streamline operations
- Establishing metrics for performance evaluation and control.

Team Leadership & Organisational Dynamics

- Understanding why change fails and how to prevent it
- Building a compelling case for change
- Engaging and aligning key stakeholders with the change vision.
- Creating a plan to manage resistance and enhance team collaboration.
- Employing effective conflict management techniques to address challenges.

Leading and Implementing Change

- Linking strategic objectives with practical change initiatives.
- Executing the change management plan with clear milestones and accountability.
- Monitoring progress against goals and adjusting strategies as necessary.
- Communicating change effectively across multiple levels
- Managing risk and addressing obstacles in change initiatives

Ensuring Sustainable Change

- Recognising and celebrating short–term wins to build momentum.
- Public acknowledgment of team and individual contributions to the change effort.
- Cultivating a culture of continuous improvement and innovation.
- Empowering employees to take ownership of new processes.
- Planning for long–term transformation and future challenges.

Competencies

At the end of this course, delegates will be able to:

- Analyse and map organisational processes to identify inefficiencies and opportunities.
- Apply structured tools to redesign processes for improved efficiency and alignment.
- Use recognised change management models to plan and implement change effectively.
- Overcome resistance to change through stakeholder engagement and effective communication.
- Demonstrate leadership behaviours that foster trust, accountability, and adaptability.
- Measure the impact of process improvements using relevant performance indicators.
- Create sustainable frameworks for continuous organisational improvement.
- Develop action plans that align change initiatives with strategic objectives.

Course Booking

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www.lmcuk.com

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