



MANAGEMENT

MG19 Business Process and Management of Change

In this comprehensive course, participants will delve into the dynamics of business processes and the essentials of change management, enhancing their capacity to drive significant organisational improvements. The course is meticulously structured to equip managers, department heads, and operational professionals with advanced strategies and practical tools to lead transformative changes effectively. Through a blend of analytical techniques and leadership skills, delegates will emerge poised to meet the challenges of evolving business environments and drive sustainable growth.

Course Information

Duration: 5 days

London (£4950): 14th July 2025, 8th September 2025, 27th October 2025, 15th December 2025

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 course is tailor-made for managers, department heads, and professionals actively involved in process improvements within their organisations. It is particularly beneficial for those in engineering, IT, and operational roles who are tasked with implementing change. Participants will gain valuable insights and tools to enhance their leadership capabilities, manage teams more effectively, and align strategic objectives with operational activities.

Course profile

Establishing the Foundation for Change

- Evaluating current business models and identifying triggers for change.
- Scanning both internal and external environments for impact factors.
- Defining key areas requiring immediate attention and transformation.
- Formulating a strategic response to organisational needs while emphasising sustainability.
- Assessing readiness and potential resistance within the organisation.

Mastering Business Process Management

- The five core steps of Business Process Management (BPM).
- Documenting existing processes and pinpointing inefficiencies.
- Developing strategies for process optimisation.
- Establishing metrics for performance evaluation and control.
- Communicating process changes and expected outcomes to stakeholders.

Building and Leading Teams Through Change

- Engaging and aligning key stakeholders with the change vision.
- Developing a cohesive team charter that defines roles, responsibilities, and expectations.
- Creating a plan to manage resistance and enhance team collaboration.
- Leading effective cross-functional team meetings to foster cooperation.
- Implementing conflict resolution strategies to maintain team harmony.

Implementing and Managing 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.
- Identifying and overcoming obstacles and resistance to change.
- Employing effective conflict management techniques to address challenges.

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:

- Evaluate and redesign business processes to enhance organisational agility.
- Develop and implement a comprehensive change management strategy.
- Engage stakeholders effectively to secure buy-in and facilitate smoother transitions.
- Lead and manage high-performing teams through complex change scenarios.
- Identify and mitigate resistance to change to ensure project success.
- Apply conflict resolution strategies in a timely and effective manner.
- Foster a continuous improvement mindset within their teams.
- Plan and execute sustainable business transformations.

Course Booking

Call us: +44 (0) 207 724 6007

Email us: training@lmcuk.com

www.lmcuk.com

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