

Days: 1

Audience: This course is designed for those leading or supporting AI initiatives, digital transformation efforts, or technology-driven projects. Individuals in operations, HR, or innovation roles who play a key role in change adoption will also benefit.

Description: This IT Change Management in an AI World course equips students with the essential knowledge and skills to drive effective change within their organizations.

Participants will learn how to integrate AI-related concepts and activities into project planning and implementation, and apply leading industry change methodologies for successful outcomes.

The course introduces the ERICA Change Framework to facilitate both individual and organizational transformation. Through accelerated change adoption and acceptance, students will enhance project success and prepare for the evolving demands of AI-driven environments.

Course Objectives: Upon completion of this course, you will be able to:

- Apply key industry change methodologies
- Integrate AI-related activities into your project planning and implementation process
- Use the ERICA Change Framework to facilitate individual and organization change
- Enhance project success through accelerated change adoption and acceptance

OUTLINE:

THOUGHTS ON CHANGE

- Insightful Thoughts and Quotes

- Informational Messaging
- Personal Messaging
- Instructional Messaging

CHANGE METHODOLOGIES AND PROCESSES

- Pettigrew & Whipp's Typology
- Lewin's 3 Stage Model of Change
- ADKAR
- Kotter's Eight-Step Change Model
- Necessary Conditions for Effective Change

AI GENERATION OF MIPI MESSAGING

- Motivational (the why behind the what) prompting instructions
- Informational (the what) prompting instructions
- Personal (the effect on them personally) prompting instructions
- Instructional (the how) prompting instructions

MAKING CHANGE SUCCEED

- Myths About Change
- For Change to Work It Must Be . . .
- Agents of Change
- Key Aspects of Persuasive Communication
- Overcoming Resistance to Change

NON-MESSAGING AI CHANGE MANAGEMENT USES

- Sentiment Analysis
- Risk Identification
- Help Desk Documentation Creation and Support
- Reporting and Executive Visibility
- Project Task Definition and Automation

"MIPI" INFLUENCE-BASED MESSAGE DESIGN PROCESS

- It's Not Only What You Say, It's How and When You Say It!
- Motivational Messaging

DECIDING TO MAKE CHANGE HAPPEN

- Strategic Questions

IT Change Management in an AI World

- Tactical Questions
- When to Begin: Key Decision Questions

ERICA CHANGE FRAMEWORK

- Environment
- Resources
- Individuals
- Culture
- Action

PERSONAL AND DEPARTMENTAL DEVELOPMENT PLAN