BOOST
THE LEADING TRAINING PROVIDER

Digital Transformation and Innovation

Digital Change Management

Course Introduction

In today's digital age, we often see new innovations being introduced not only in our personal lives but more so across organizations and industries. While digital transformations are necessary for companies to keep up with the industry and competitive demands, the task of navigating change can be demanding and daunting. The question you should ask is: how can my company thrive in this age of digital change?

This training course is designed to provide participants with the essential concepts on how to effectively manage digital change in the context of new complex technology landscapes. This course will highlight topics such as aligning enterprise change management and technology workforce, leveraging digital capabilities, and reducing risk and increasing the speed of change while building a sustainable foundation of continuous improvement.

Target Audience

- Business and technology leaders
- Business Unit Managers
- Business Development Consultants
- General Managers / Regional Managers
- Senior and mid-level leaders
- individual leaders of all levels in the organization
- Art Director
- Marketing Consultants
- Marketing Development Manager

Learning Objectives

- Understand the link between the change management practices to digital transformation strategies
- Identify the common challenges to successfully navigate "digital" change
- Know how to operate within a Complex Adaptive System (CAS) in a way that cultivates positive change
- Upscale to digital-first strategies such as software-driven value, infrastructure equity, advanced analytics, and intelligence layers
- Utilize the talent management techniques for cultivating the digital teams that drive your changes
- Explore the key areas of technology capability that enable transformative change
- Define the organization's Kata - fundamental, repeatable behaviors which build a foundation for intentional change
- Design the organization's framework for intentional, directed continuous improvement

Course Outline

- **Day 01**

  Module 1: Change Management and Organizational Development

  Traditional enterprise change management

  - As-is vs. to-be
  - Planning cycles
  - Freeze-unfreeze-refreeze
  - Modeling future states
  - WIFM and navigating stakeholders
  - Where's the "why?"

What's possible with technology

- Automation
- Business agility
- Goals for customer delight
- Tools for increased productivity
- Triggered actions
- Intelligence layers
- Speed, quality, and pivots at faster orders of magnitude
- Group exercise – **Mapping functional technology domains**

Flow of work in a digital enterprise

- Team-level agility
- Culture of experimentation
- The impacts of blame and fear
- Servant leadership
- The problem with heroes
- Systems thinking & Lean concepts
- Value definition & value streams
- Demonstration **– Mapping value streams**

- **Day 02**

Change Agents and Change Agency

- Leaders and executives as change agents
- Functional stakeholders as change agents
- Individual contributors as change agents
- Typical siloes
- Dissolving siloes in the organization
- Transitioning teams to cross-functional capability
- Beyond buy-in

Different Types of Change Management

- Change Management vs. Change Approval
- Change as defined by technology manipulation
- Code
- Infrastructure
- Other digital artifacts
- Change as defined by technology service libraries
- ITIL
- ITSM
- Change Approval Boards (CABs)
- Challenges of the CAB
- Automation as a change approval enabler
- Shifting to peer-driven review
- Unifying change management

Module 2: Transformation through Change Management

Complex Adaptive Systems

- What is CAS?
- Key characteristics of a CAS
- Operating in a CAS
- Managing change in a CAS
- **Day 03**

SRA – Stimulus, Response, Adaptation

- Understanding the SRA cycles of adaptation
- Constructive stimulus
- Organizing stimuli
- Sequencing and accumulating positive stimuli
- Planning SRA cycles

Kata – the foundation of improvement

- Linking behavior to stimulus
- Behavior is the key to change
- Kata as foundational behavior
- Understanding organizational habits
- Finding and isolating positive behaviors
- Sequencing and accumulating good behaviors
- Case Study – Toyota Kata at HP

HR and Talent Management as Transformation Strategies

- Profiling technology workers
- Understanding the incentives of a technologist
- The job landscape from a technologist's point of view
- Strategies for retaining technology talent
- Strategies for sustaining teams
- Group Exercise: What do technology professionals really want?

- **Day 04**

Navigating the functional maze

- Traditional change management
- Finance
- Sales
- Project and program management
- Application Development
- Testing and QA
- Security
- Analytics
- Product-oriented roles

- ◦ HR and Legal
- ◦ Business unit owners
- ◦ Exercise: Beyond WIFM

Organizational Change and Digital Infrastructure

- ◦ How technology infrastructure drives change
- ◦ Infrastructure ecosystems in a digital enterprise
- ◦ The role of automation
- ◦ Opportunities to automate
- ◦ Moving toward platform capability
- ◦ Accumulating technology capability
- ◦ Typical hurdles

Decentralizing decision making

- ◦ How change agency enables better teams
- ◦ Maintaining leadership alignment
- ◦ Understanding intrinsic motivation
- ◦ Intrinsic motivation and high-performing teams
- ◦ Case Study – Surprising examples of successful decentralization
- **Day 05**

Metrics, measurement and performance data

- ◦ What to measure
- ◦ Traditional vs. agile metrics
- ◦ DevOps metrics
- ◦ Datapoints for tracking change initiatives
- ◦ Measuring the Kata
- ◦ Transformation metrics

- ◦ Management metrics

Continuous improvement – the key to successful organizational change

  - ◦ Defining vision
  - ◦ Sprinting
  - ◦ Organizing time boxes and milestones
  - ◦ Defining target conditions
  - ◦ OODA loops and organizational momentum
  - ◦ Learning, feedback, and re-orientation
  - ◦ Group Exercise – What should change about our change management?

Confirmed Sessions

FROM	TO	DURATION	FEES	LOCATION
Dec. 14, 2025	Dec. 18, 2025	5 days	4250.00 $	Qatar - El Doha