



# Organizational Change Management

## Leading the People Side of Enterprise Transformation Including Agentic AI Adoption

2 DAYS | 14 ENGAGEMENT HOURS | TEAM TRAINING AVAILABLE | ANYTIME ELEARNING COMING SOON | 1.4 CEUs / 14 IIBA PDUs OR CDUs

### Course Overview

Organizational change management is the structured process of preparing, engaging, and supporting people as an organization moves from its current state to a desired future state. It addresses the people side of transformation by helping leaders and teams understand change impacts, assess readiness, engage stakeholders, communicate effectively, manage resistance, and sustain new behaviors and ways of working.

Inteq's Organizational Change Management training course provides a practical, repeatable framework for leading change across process transformation, technology modernization, organizational restructuring, and other enterprise initiatives. Participants learn how to align leaders and stakeholders, plan communications and workforce transition, measure adoption, and sustain results.

Agentic AI is integrated where it materially changes change-management practice - including workforce impacts, role redesign, skills development, trust, resistance to autonomous systems, and new patterns of collaboration between people and AI agents.

### Business Impact

Transformation initiatives often underperform not because the process, technology, or business case is weak, but because the organization is not prepared to adopt and sustain the change. Misaligned stakeholders, unclear communications, unmanaged resistance, and insufficient readiness can erode business value.

A disciplined change-management capability helps organizations reduce disruption, strengthen adoption, and translate transformation strategy into measurable, sustainable business results - including as Agentic AI changes roles, responsibilities, skills, and ways of working.

### You will learn

Practical change-management capabilities you and your team can apply immediately:

- Develop a practical organizational change-management strategy
- Assess organizational readiness and change impacts
- Engage sponsors, stakeholders, and leadership
- Create targeted communications and workforce-transition plans
- Proactively manage resistance and uncertainty
- Address Agentic AI impacts to roles, skills, trust, and autonomy
- Measure adoption, reinforce new behaviors, and sustain change
- Become an effective agent of change

# Detailed Course Outline

A practical framework for leading organizational change across enterprise transformation - including Agentic AI adoption

## Course Overview

### Introduction and Foundation

- What is change management?
- Transition vs. transformation and drivers of organizational change
- Business functions and processes
- The business value of change management
- Goals, objectives, and success criteria
- Agentic AI as an emerging driver of workforce and organizational change

### The Change Management Process

- Change is a process and change management roles
- Scoping change from a 360° perspective
- The dynamics of organizational culture
- Business Process Change Continuum™
- The change management roadmap and agile change management
- Applying the change-management lifecycle to process, technology, organizational, and Agentic AI transformation

### Ensuring Readiness for Change

- Clarity of current vs. future state and establishing readiness metrics
- Sponsor and stakeholder engagement
- Risk assessment and countermeasures
- Training, development, and communications planning
- Building the case and socializing change
- Assessing Agentic AI impacts to roles and work: augmentation, transformation, displacement, and creation
- Assessing organizational readiness for Agentic AI across culture, skills, processes, leadership, and governance

### Communication, Workforce Transition and Trust

- Developing clear, audience-specific change communications
- Building stakeholder understanding, participation, leadership alignment, and trust
- Planning role redesign, reskilling, upskilling, and workforce transition
- Addressing identity disruption, uncertainty, and workforce concerns associated with Agentic AI adoption
- Building appropriate trust in AI agents and preparing teams for new human-AI ways of working

### Proactively Managing Change

- Being an effective agent of change and engaging the change management team
- Identifying root causes of resistance and managing the fog of transition
- Addressing Agentic AI-specific resistance related to autonomy, trust, role change, and perceived loss of control
- Converting resistance into participation, commitment, and advocacy
- Monitoring and adjusting change and syncing change with project management
- Using quick wins, reinforcement, and visible results to accelerate adoption

### Adoption Measurement and Sustainment

- Measuring behavioral adoption, performance, and business outcomes
- Using leading and lagging adoption indicators
- Reinforcing new capabilities, behaviors, and ways of working
- Measuring trust, learning effectiveness, and adoption for Agentic AI initiatives
- Sustaining change as processes, roles, technologies, and AI capabilities continue to evolve

### Change Management Case Study

Participants analyze a business problem, identify alternatives, and develop a change-management approach for a real-world decision that impacts people, systems, and workflows. When Agentic AI is part of the transformation, participants also assess organizational readiness, workforce impacts, trust, resistance, and adoption requirements.

### Practical Guidance

- Transforming a "hero culture"
- The myth of change by edict
- Trending change-management topics, including Agentic AI adoption
- Change management toolkit and getting started

## Who Should Attend

- Change management and transformation professionals
- Project and program managers and transformation leaders
- Business analysts, business systems analysts, and process professionals
- HR, learning and development, and workforce transformation professionals
- Digital transformation, technology modernization, and Agentic AI leaders
- Business and IT leaders responsible for organizational readiness and adoption

## Course Includes

- Digital badge and personalized certificate of completion
- Continuing Education Units (CEUs)
- IIBA Professional Development Units (PDUs)
- Electronic comprehensive course manual
- Supplemental course materials
- Team Training available now; Anytime eLearning coming soon

## Prerequisites and Curriculum Alignment

None. Organizational Change Management provides a comprehensive and cohesive approach to leading change regardless of background or level of experience.

- Complements Business Systems Analysis, Agile Business Analysis, Business Process Modeling, Business Process Reengineering, Logical Data Modeling, Advanced Data Modeling, and Soft Skills
- Extends proven OCM methods to process, technology, workforce, organizational, and Agentic AI transformation