ERP Organizational Change Management (OCM) Training Course

Professional Development Training Course Outline

Category	Enterprise Resource Planning (ERP)	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s fast-paced digital transformation era, organizations face unprecedented challenges in implementing ERP systems effectively. Successful ERP deployment is not solely a technological endeavour it hinges on robust Organizational Change Management (OCM) strategies that align people, processes, and technology. ERP Organizational Change Management (OCM) Training Course equips participants with strategic, practical, and actionable tools to drive adoption, minimize resistance, and maximize ROI from ERP investments. Participants will gain insights into change readiness assessment, stakeholder engagement, communication strategies, and performance tracking, ensuring sustainable transformation across all organizational layers.

By integrating real-world case studies, interactive workshops, and hands-on exercises, this program enables participants to develop proactive change management skills that support seamless ERP adoption. Learners will understand how to leverage digital transformation best practices, employee engagement strategies, and data-driven change analytics to enhance business performance. This course is designed for leaders, managers, and change agents seeking to navigate ERP implementations with confidence, agility, and measurable impact.

Programme Curriculum

ERP Organizational Change Management (OCM) Training Course

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Course Duration

5 days

Course Objectives

1. Understand the principles and frameworks of ERP Organizational Change Management.
2. Conduct change readiness assessments to evaluate organizational preparedness.
3. Develop stakeholder engagement strategies for ERP adoption success.
4. Design communication plans that drive awareness and participation.
5. Apply resistance management techniques to minimize project roadblocks.
6. Implement training programs that enhance user adoption and competence.
7. Utilize data analytics to monitor ERP adoption metrics and KPIs.
8. Integrate digital transformation strategies with ERP OCM initiatives.
9. Apply process mapping and workflow optimization to align systems with business needs.
10. Develop sustainability strategies for long-term ERP adoption.
11. Leverage change leadership skills to drive organizational alignment.
12. Analyze real-world ERP implementation case studies to identify best practices.
13. Foster a culture of continuous improvement and organizational agility.

Target Audience

1. ERP Project Managers
2. Change Management Professionals
3. Business Analysts
4. IT Managers and ERP Consultants
5. HR Leaders and Training Specialists
6. Process Improvement Professionals
7. Executive Leadership Teams
8. Digital Transformation Officers

Course Modules

Module 1: Introduction to ERP Organizational Change Management

- Overview of ERP implementation challenges and opportunities
- Key principles of OCM in ERP projects
- Role of change agents in ERP adoption
- ERP adoption lifecycle and OCM integration
- Case Study: Global ERP implementation in a manufacturing firm

Module 2: Change Readiness Assessment

- Tools and techniques for assessing readiness
- Organizational culture and change capability evaluation
- Risk identification and mitigation planning
- Gap analysis between current and future states
- Case Study: Readiness assessment in a multinational retail chain

Module 3: Stakeholder Engagement & Communication Strategies

- Identifying and mapping key stakeholders
- Creating tailored engagement plans
- Crafting effective communication messages
- Channels and platforms for ERP communication
- Case Study: Stakeholder engagement in a healthcare ERP rollout

Module 4: Resistance Management

- Understanding sources of resistance
- Strategies to overcome employee resistance
- Conflict resolution techniques
- Monitoring resistance trends during ERP adoption
- Case Study: Managing resistance in a financial services ERP project

Module 5: Training & Development for ERP Users

- Designing role-specific training programs
- Blended learning approaches
- Measuring training effectiveness
- Knowledge transfer and retention techniques
- Case Study: ERP training success in a logistics company

Module 6: Data-Driven Change Analytics

- Tracking adoption metrics and KPIs
- Using dashboards and analytics tools
- Identifying trends and intervention points
- Reporting and decision-making based on data
- Case Study: Analytics-driven ERP adoption improvement

Module 7: Change Leadership & Culture Building

- Leading ERP initiatives with influence
- Developing change champions
- Promoting a culture of continuous improvement
- Aligning leadership behaviors with change objectives
- Case Study: Culture transformation during ERP deployment in a tech firm

Module 8: Sustainability & Continuous Improvement

- Embedding change into standard processes
- Post-implementation support strategies

- Continuous feedback and improvement loops
- Lessons learned documentation and knowledge sharing
- Case Study: Sustaining ERP adoption in a public sector organization

Training Methodology

This course employs a participatory and hands-on approach to ensure practical learning, including:

- Interactive lectures and presentations.
- Group discussions and brainstorming sessions.
- Hands-on exercises using real-world datasets.
- Role-playing and scenario-based simulations.
- Analysis of case studies to bridge theory and practice.
- Peer-to-peer learning and networking.
- Expert-led Q&A sessions.
- Continuous feedback and personalized guidance.

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call +254769199797

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com