

Lead the Way: Be a Change Champion

You can make an important contribution to your organization by enthusiastically using what you have learned in class to lead process implementation and improvement activities. In other words, by being a change champion.

Change champions are people who embrace change and make a real difference in implementation and improvement initiatives, even if only three feet from their own desk.

To be a change champion:

- Demonstrate a willingness to embrace new ideas and new ways of working - such as those you are learning in this class
- Acknowledge that there is always room for improvement
- View process-related problems as opportunities and work as a team player to create solutions
- Continually expand your understanding of best practices and serve as a subject matter expert
- Become knowledgeable about new processes and strive to understand the benefits
- Give constructive feedback on new processes and the associated procedures
- Communicate process goals and influence the way changes are perceived
- See learning opportunities where others see failures
- Honor the past; look to the future

Change cannot occur without change champions!

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Turn Your Classroom Insights into Real-World Success!

With this class, you've expanded your understanding of industry best practices. You've also increased your ability to contribute bottom-line benefits to your organization.

Now, let us help you make sure that happens. For many learners, transferring the ideas (and good intentions) from class into an actionable plan can be challenging. We encourage you to take the time now to think it through and schedule some time on your calendar to transform this piece of paper into a winning strategy!

- Use this personal action plan to capture the insights  that come to you during class
- Treat it as a starting point for planning how to integrate these concepts into your workflow and day-to-day tasks
- Adjust your plan, stay flexible and responsive
- Share wins with your team to celebrate successes
- Focus on maximizing the value of your training by applying these insights effectively

Take Action!

Go beyond the classroom, maximize this opportunity!



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My Personal Action Plan



I can apply from my ITSM Academy class:

Class Dates: _____

Short Term	Priority

Longer Term	Priority

One action I will take within 48 business hours:

Remember, we are here if you need us. 