

What is expected from you?

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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www.itsmacademy.com

see Resources & Events for webinars, blogs, etc.

www.itsmprofessor.net

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My Post Class Action Plan

Congratulations!

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 and realize personal benefits such as:

- Reduced fire fighting
- Reduced wasted effort and unplanned work
- More time for interesting and challenging work
- Increased efficiency and effectiveness
- Increased ability to contribute to process and continual service improvement
- Expanded education and career development opportunities
- Improved working relationships
- The sense of satisfaction that comes when you acquire new knowledge and master new skills

Why are you in this class? Are you studying to increase your knowledge of best practices? Improve your performance at work? Take on new responsibilities? Demonstrate your leadership potential?

Whatever your goal, make the most of this experience.

Take Action!



Personal Action Plan

Ideas that I can apply from class:

Short Term	Priority	Longer Term	Priority

One action I will take within 48 business hours:

