All documents and PowerPoint presentations provided here can be edited and modified (except PDF documents) based on your organization’s culture and people change management needs.

If you have any question or suggestions please feel free to contact me at [thorsten@tmanthey.com](mailto:thorsten@tmanthey.com)

People Change Management documents provided:

| File Name | Description |
| --- | --- |
| People Change Management - The Keys to a Successful Project.ppt | Presentation with included speaker notes for each slide from the Fusion14 conference, [session 807](http://www.servicemanagementfusion.com/conference/session.aspx?id=181): People Change Management: The Keys to a Successful Project |
| People\_Change\_Management\_Reading\_List.doc | This is not an extensive list of books and references but a starting point to People Change Management. |
| ITSM\_Change\_Management\_Program.doc | This document describes the IT Service Management change management program and the activities required to implement a successful program. The program defines the process, its required output and what to whom, when, and how communication and training should be performed. |
| Communication\_and\_Training\_Plan\_TEMPLATE.doc | The plan identifies what to whom, when, and how communication should be performed. |
| Creating\_a\_Communications\_Plan.doc | A document describing the Communication plan details and the actions to be taken to fulfill the communication role identified in the Governance Implementation Plan. |
| Communication\_and\_Change\_management\_Plan.pdf | A news article describing the establishment of a communication and change management plan. |
| How\_to\_capture\_the\_data\_to\_develop\_a\_Communication\_and\_Training\_Plan.doc | A structured approach to create a communication and training plan comprised of three high level steps that and can be executed rapidly (WHO – HOW – WHAT). |
| 4Ps\_Impacted\_Groups\_and\_Special\_Tactics.ppt | Template PowerPoint deck to be used when capturing data input for the Communication and Training Plan. |

I hope this is helpful information.  
Sincerely,

Thorsten Manthey