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**Workshop-The WHO-HOW-WHAT Approach when establishing your Communication and Training Plan**

Bring your active project or a project that is just starting and your laptop to this working session.

This interactive 1-hour workshop will help you to start define your own Communication and Training Plan for your project.

This WHO-HOW-WHAT approach is a structured and rapid approach to establish your Communication and Training plan by identifying WHO is impacted, HOW they are being impacted and WHAT you are going to do about this in regards to communications and training.

Ready to use templates and helpful people change management artifacts will be provided that will be used during the workshop and can be used for any other project within your organization.

**Speaker: Thorsten Manthey**

Thorsten Manthey is passionate about IT Service Management, cultural and organizational change and ITSM Governance. Thorsten has worked across multiple industries including health care, pharmaceutical, oil and gas, financial services, insurance and telecommunications in North America, Europe and Scandinavia.

Thorsten holds a Master’s degree in Computer Science and Engineering from Chalmers University of Technology and a Bachelor degree in Mechanical Engineering. He is also ITIL V3 Expert and ITIL V2 master certified, he is a Certified Change Management Professional (CCMP) and awarded Distinguished Professional in Service Management (DPSM) from *pri*SM®. Thorsten speaks English, German and Swedish and is an international speaker and presenter.

Thorsten is actively involved in itSMF and was a founding board member of the itSMF chapter in Calgary, Canada.

What you can add to your “tool box” after this presentation:

* Ready to use templates and helpful people change management artifacts
* Easy to execute WHO-HOW-WHAT approach wsith activity descriptions
* Your own WHO-HOW-WHAT assessment to establish your Communication and Training Plan

**200 word text**

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**75 word catalog description**

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**75 word bio**

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