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.

ITSM Academy Alumni

www.itsmacademy.com | info@itsmacademy.com

Turn Your Classroom Insights into Real-World Success!

Congratulations.

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

Take advantage of the knowledge you just gained to benefit both you and your organization. Make an actionable plan today!

- 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

Don't wait! Block off time on your calendar today to organize the short- and long-term ideas you jot down on the back of this document.

Transform your insights and knowledge into impactful steps forward.

Take Action!

Read More

Go beyond the classroom, maximize this opportunity.

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My Personal Action Plan

I can apply from class:

Short Term	Priority

My ITSM Academy Class Dates: _____

Longer Term	Priority

The challenge I hope this course helps me with is:

One action I will take within 48 business hours:

If you need any assistance, we are here for you!

Help other learners, leave us Google review.