



# SNS COLLEGE OF TECHNOLOGY



Coimbatore - 35

23BAT615 – Artificial Intelligence for Managers

Unit IV – AI & ML for Business Excellence

Redesigning Common Mind & Business Towards Excellence



Presented by

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1<sup>st</sup> Indian  
Institution  
to Implement  
& Patent  
Design  
Thinking  
FrameWork

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Sri SNS Charitable Trust  
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25<sup>th</sup> Year  
SILVER JUBILEE

Build an Entrepreneurial Mindset through our Design Thinking FrameWork



# Guess the Topic!!!



## MANAGEMENT CONSIDERATION

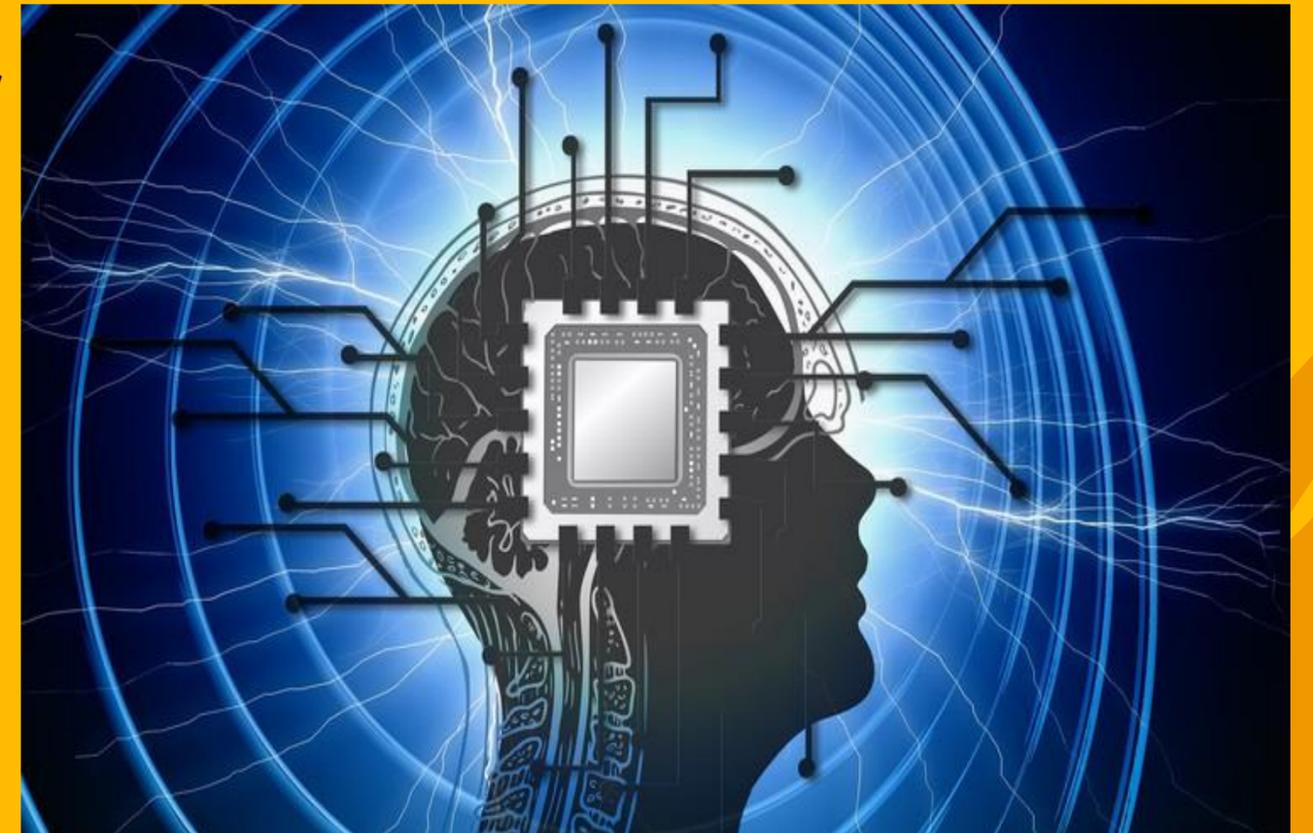


Activate Windows



# Recap

- Creating an AI and ML Strategy for your organization.





# INTRODUCTION OF IMPLEMENTATION AND CHANGE MANAGEMENT

Effective change management is critical for the successful implementation of any new system, process, or strategy.

By proactively addressing the human side of change, organizations can minimize disruption and ensure the desired outcomes are achieved

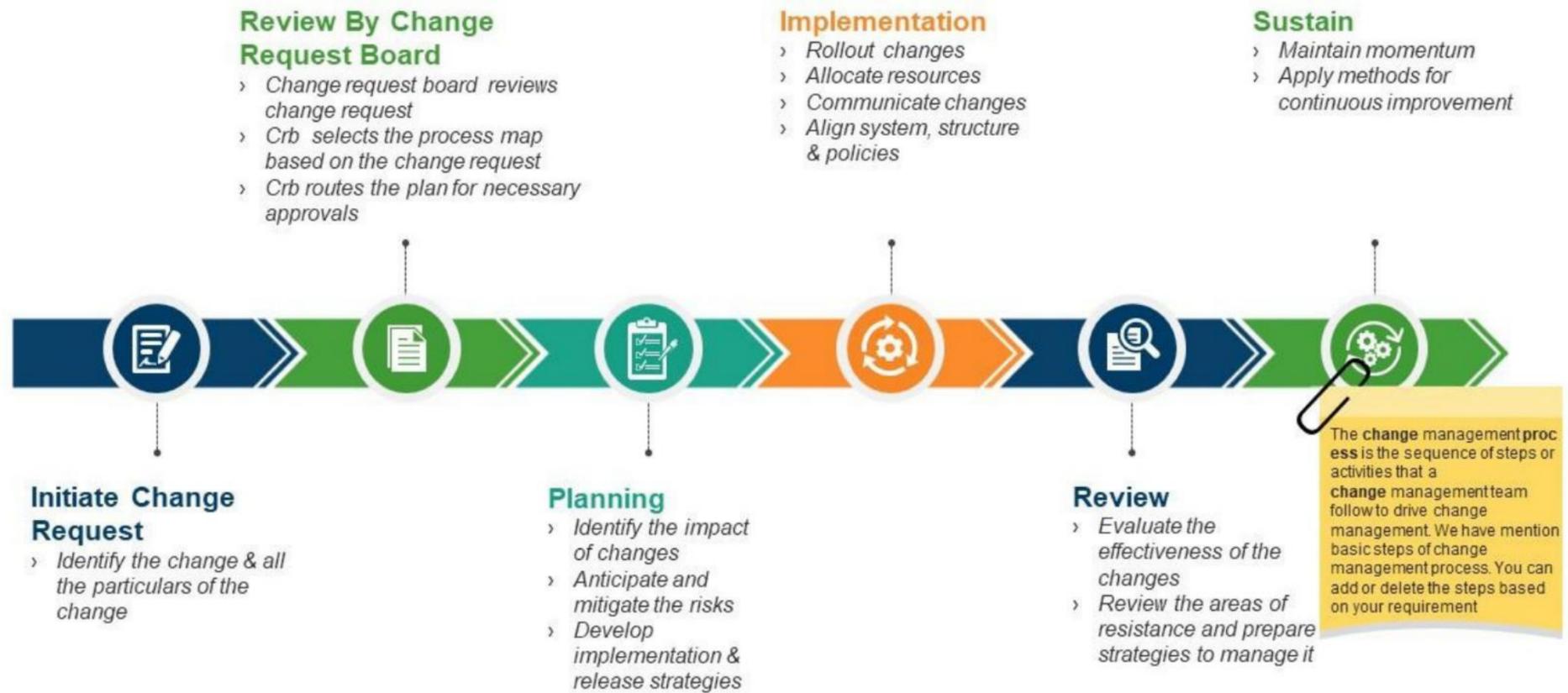




# CHANGE MANAGEMENT PROCESS



## Change Management Process





# IMPORTANCE

## GAIN BUY-IN:

Engage stakeholders to build understanding and support for the changes.

## MITIGATE RISKS:

Anticipate and address potential obstacles to smooth implementation.

## SUSTAIN RESULTS:

Reinforce new behaviors and processes to ensure the changes stick





# TOOLS

## Change Management Tools

### Tools



#### Stakeholder Analysis

*Identify stakeholder engagement levels for mutual solutions*



#### Change Impact Assessment

*Identify potential impact of change on the organisation*



#### Job Impact Assessment

*Ascertain the impact of change on roles & people*



#### Change Effectiveness Assessment

*Determine the need to re-evaluate the current approaches to ensure sustainability of change*



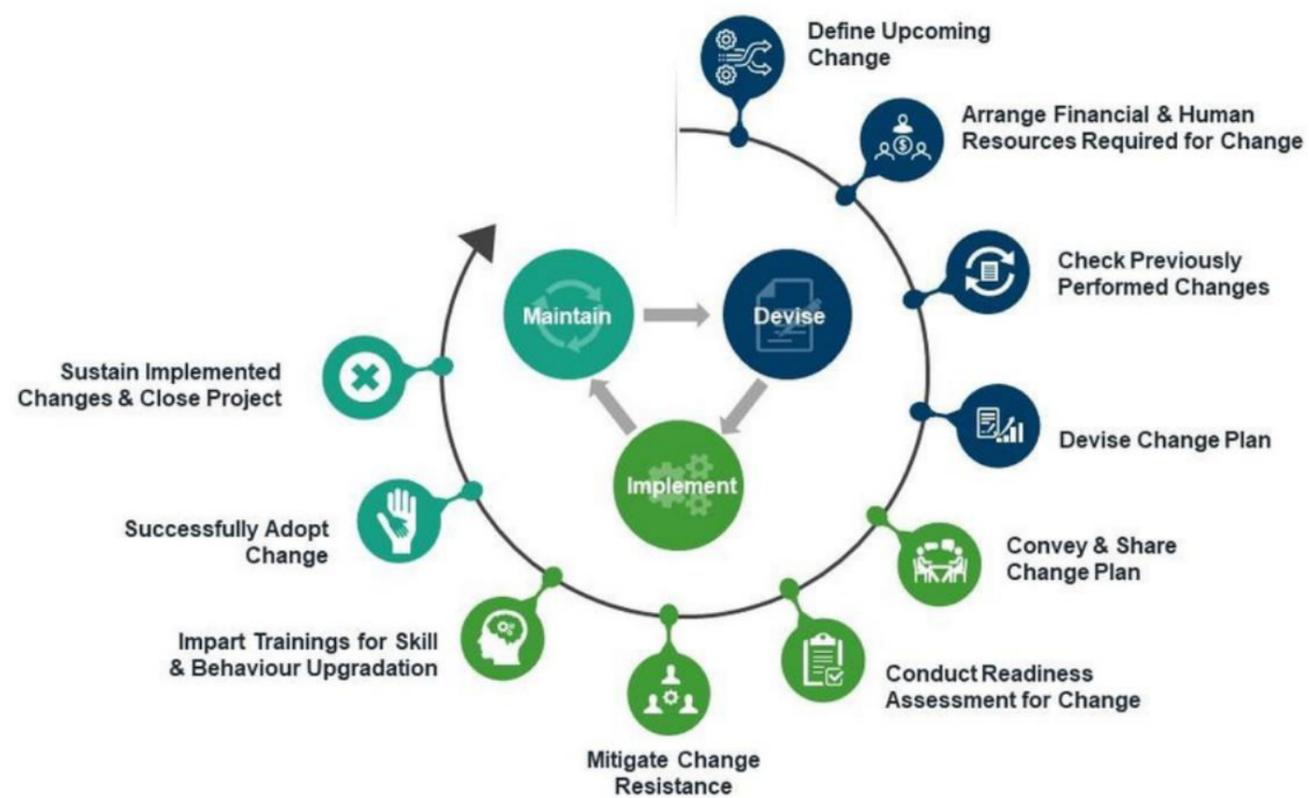
#### Change Readiness Assessment

*Diagnose AS-IS situation & evaluate the employees readiness towards the change*



# CHANGE MANAGEMENT FRAMEWORK

## Change Management Framework



## Change Management Framework Steps





# DEVELOPING MANAGEMENT PLAN

## 1. VISION AND OBJECTIVES:

Clearly define the desired future state and how to achieve it.

## 2. COMMUNICATION STRATEGY:

Proactively share information and gather feedback.

## 3. TRAINING AND SUPPORT:

Equip people with the skills and resources they need.

## RESISTANCE MANAGEMENT:

Anticipate and address concerns to facilitate adoption

## Change Management Plan

SR No	Change Request #	Priority	Impacts	Effort	Hours	\$	\$ Total	Approved
1	Change Request #	Priority	Impacts	Requirements	10 ↓	\$100	\$1000	Approved By
2	Change Request #	Priority	Impacts	Design	20 ↓	\$200	\$4000	Approved By
3	Change Request #	Priority	Impacts	Test	30 ↓	\$300	\$9000	Approved By
4	Change Request #	Priority	Impacts	Implementation	40 ↓	\$400	\$16000	Approved By
5	Change Request #	Priority	Impacts	Requirements	50 ↓	\$500	\$25000	Approved By
6	Change Request #	Priority	Impacts	Design	60 ↑	\$600	\$36000	Approved By
7	Change Request #	Priority	Impacts	Test	70 ↑	\$700	\$49000	Approved By
8	Change Request #	Priority	Impacts	Implementation	80 ↑	\$800	\$64000	Approved By
9	Change Request #	Priority	Impacts	Requirements	90 ↑	\$900	\$81000	Approved By

A basic plan defines activities and roles to manage and control change during the execute and control stage of the project template basic structure has been shown in this slide. You can edit it based on your requirement



# KEY STAKEHOLDERS

Successful change management requires the involvement and alignment of multiple stakeholders, each with a unique role to play. Key stakeholders in the change process may include:

- Executive Sponsors: Provide the vision, resources, and leadership needed to drive the change initiative.
- Change Management Team: Responsible for developing and executing the change management plan, including communication, training, and resistance management
- Project Team: Tasked with the operational implementation of the change, ensuring the technical and logistical aspects are addressed.
- Employees: The individuals who will be directly impacted by the change and whose buy-in and adoption are critical to the success of the initiative.





# CHANGE MANAGEMENT BOARD



## Change Management Board

Secretary



Finance Manager



Service Level Manager



Board play an essential role in an organization's overall change management strategy. You can edit the slide to add the names of change management board members of your organization

Change Manager  
(Chair)



Application Manager



Problem Manager



Business Case Representative



Release Manager





# EFFECTIVE COMMUNICATION STRATEGIES

## TRANSPARENCY:

Share information openly and honestly.

## ENGAGEMENT:

Encourage feedback and two-way dialogue.

## CONSISTENCY:

Deliver a unified message across all channels.

## EMPATHY:

Understand and address people's concerns.

# OVERCOMING RESISTANCE TO CHANGE



## UNDERSTAND RESISTANCE

Identify the root causes and address them proactively

## PROVIDE SUPPORT:

Offer training, resources, and coaching to build confidence.

## CELEBRATE QUICK WINS:

Recognize and reward early adopters to build momentum.

## FOSTER COLLABORATION:

Encourage open dialogue and a shared sense of purpose.

# MONITORING AND EVALUATING CHANGE

## MEASURE PROGRESS:

Track key performance indicators to assess the impact.

## GATHER FEEDBACK:

Solicit input from stakeholders to identify areas for improvement.

## ADJUST APPROACH:

Iterate and refine the change management plan as needed.



## SUSTAINING THE CHANGES

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Embed new practices

Reinforce the changes through policies, systems, and processes.

- × Celebrate Successes
- × Recognize and reward individuals and teams who drive change.

Foster a culture of Innovation

Encourage a mindset of continuous improvement and adaptability

- × Continuously Evolve
- × Regularly review and refine the change management approach.



## CONCLUSION

In conclusion, Successful implementation hinges on strategic planning, engaging stakeholders, and maintaining clear communication. Effective change management involves providing comprehensive training and support, regularly monitoring progress, and being adaptable to challenges. For sustainable outcomes, it is crucial to foster strong leadership, cultivate a culture that embraces change, and commit to continuous improvement

# Summary

Introduction to implementation and Change

Management

➤ Importance

➤ Tools

➤ Framework

➤ Management Plan

➤ Sustaining the change

I just need  
the main ideas



