

Position Posting: **Change Management Training Analyst**

The **Change Management Training Analyst** will play a key role in helping the 'Partner Relationship Management/Partner 360' project meet change management successes through strategy and execution of training that align with the overall business, schedule and budget objectives. This person will focus on supporting the people side of change – including changes to business processes, systems and technology, job roles and organization structures. The primary focus will be creating and implementing training plans that align to the change management plans that minimize impacted stakeholder resistance and maximize impacted stakeholder engagement. The Change Management Training Analyst will work to drive faster adoption, greater ultimate utilization and higher proficiency on the changes impacting internal and external individuals such that business results are achieved.

While the Change Management Training Analyst does not have supervisory responsibility, this person will have to work through many others in the organization to succeed. The Change Management Specialist will support the project team in integrating change management activities – focused on training material creation and delivery. Finally, the Change Management Training Specialist will engage with the WW Change Management Lead and WW Change Management Communication Analyst to co-develop the end-to-end change management plan and own the creation and delivery of the training plan and training material.

Roles and responsibilities:

- Supports the P360 Channels Change Manager Lead develop and deploy change management activities as part of the overall Channels change management plan.
- Training alignment with Change Management strategies
- Drives closed-loop communication strategy between initiative, corporate CMG team, and theatre change management lead.
- Training best practices, including training elements in change reinforcement
- Coordinate and consolidate feedback for impact assessments with all internal stakeholders.
- Liaison with Theatre Leads to gather input on needs assessment and coordinates timeline of deliverables and execution.
- Identify specific training needs and develop the training strategy.
- Development and execution of WW Training plans and strategies across impacted audiences.
- Manage training development timelines to ensure adequate time to localize / customize in theatre.
- Create all training material.
- Maximizes all training vehicle types (ILT, on-demand, video, web static content, etc.)
- Facilitates reviewer/approver cycles with stakeholders for each phase of development of foundational training materials for theatres to leverage and deploy
- Review then incorporate stakeholder feedback to training material to support the impacted users of P360.
- Ensures appropriate subject matter experts are identified and available to support the change management training efforts.
- Delivery of foundational training output.
- Ensuring access to up-to-date e-learning modules as appropriate.
- Delivers Train-the-Trainer sessions.
- Identify potential people-side risks and anticipated points of resistance, and develop specific plans to mitigate or address the concerns.

Skills and qualifications:

- Relationship management with internal and external stakeholders.
- Ability to work within a team and as an individual contributor.
- Provide exceptional communication skills – both written and verbal.
- Experience with training strategies, training design, training material creation.
- Experience with delivery of training.
- Provide a solid understanding of how people go through a change and the change process; experience with ADKAR is a plus.
- Provide experience and knowledge of change management principles and methodologies (example: Prosci certification) .
- Demonstrate familiarity with project management approaches, tools and phases of the project lifecycle.
- Able to work effectively at all levels in an organization.
- Provide excellent active listening skills.
- Provide problem solving and root cause identification skills.
- Demonstrate strong analytic and decision making abilities.
- Demonstrate the ability to influence others and move toward a common vision or goal.
- Provide experience with large-scale organizational change effort.

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