

## Charles Dents – BIO



Charles Dents is an IT leader with over 20 years' global multi-industry success initiating and delivering sustained results and effective change for Fortune 100 companies across a wide range of industries including telecommunications, consumer goods, steel and metal, pharmaceutical, and financial. Charles has major experience in strategizing and leading cross-functional teams to bring about fundamental change and improvement in strategy, process, and cost reduction. Charles builds healthy business relationships via great customer service while deploying improved standards, processes, procedures and new technology.

Charles has led global teams engaged in robotic process automation, process management, process improvement, continual service improvement, governance, IT service management, application development and management, business relationship management, performance management, project management, and organizational change management.

### Organizational Change Management Abstract

Organizational Change Management (OCM) is not new in any organization. OCM occurs in every organization and project either by accident, intentionally, and everything in between. Unfortunately, the importance of structured OCM is consistently overlooked or ignored in business and operational projects. Projects that overlook OCM often fail or prolong implementation timelines. No matter how well the project is designed it can be considered a failure because of poorly executed OCM.

At the heart of OCM is the human element. Everyone will draw their own conclusion about the change introduced into their work environment. Not only will staff draw their own conclusions, have opinions, develop unfounded perspectives, and feed the rumor mill, they will predetermine how they will respond to change.

Come out and discover techniques to better deliver OCM based on Charles' experiences and lessons learned.

Covered Topics:

- Make Organizational Culture work in your favor
- How to address Negative Reactions
- Who are the Change Agents?
- Adopt a structured approach to identify and minimize issues and risks