



# Increasing Project Management & Change Management Capability in your Organization

**Rachel Patterson**

Supervisor, Project Management and Business Transformation (PMBT)

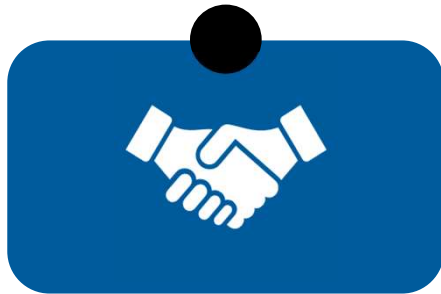


**Tell us a little bit  
about you!**

Scan this QR  
code and  
complete the  
questionnaire



# Agenda



Introductions  
Who we are  
Our roles with  
the PM  
Network and  
CM Program



Objective of the  
Workshop



What is the...  
Change  
Management  
Program?  
PM Network?



Group Activity

Nora Liang



Project Manager

Kayla Carneletto



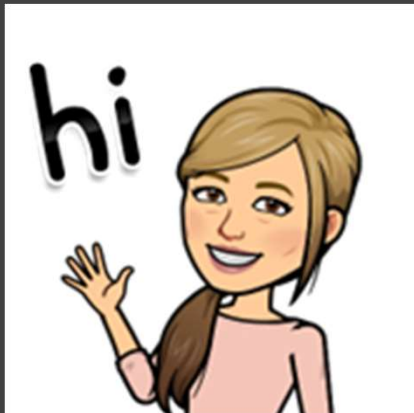
Project Manager

Rachel Patterson



Supervisor, Project Manager

Elaine Hodgson



Project Management Specialist

Annette Ferry



Project Management Specialist

## Staff-led initiatives in Human Services that support growth and development and increase understanding of change management and project management



Boosts  
departmental  
resilience for  
future



Empowers teams  
for efficiency



Facilitates  
collaboration for  
CL's/PM's



Enables staff  
development and  
growth

# Human Services (HS) Change Program

**Why create a Change Program?**

Build the change management capacity of Human Services staff

**What is the goal of the Change Program?**

Tools and learning opportunities

Increase the understanding of change management

**What is included in the Change Program?**

Self-guided learnings

Webinars, opportunities to facilitate

# HS Change Program: a la Carte Menu

**Starters** – anyone in Human Services, quick learning sessions

**Online/self-guided learnings and opportunities to facilitate discussions**

## Change Management A la Carte

Offering an assortment of Change Management tools and learning opportunities to increase understanding and build resilience.



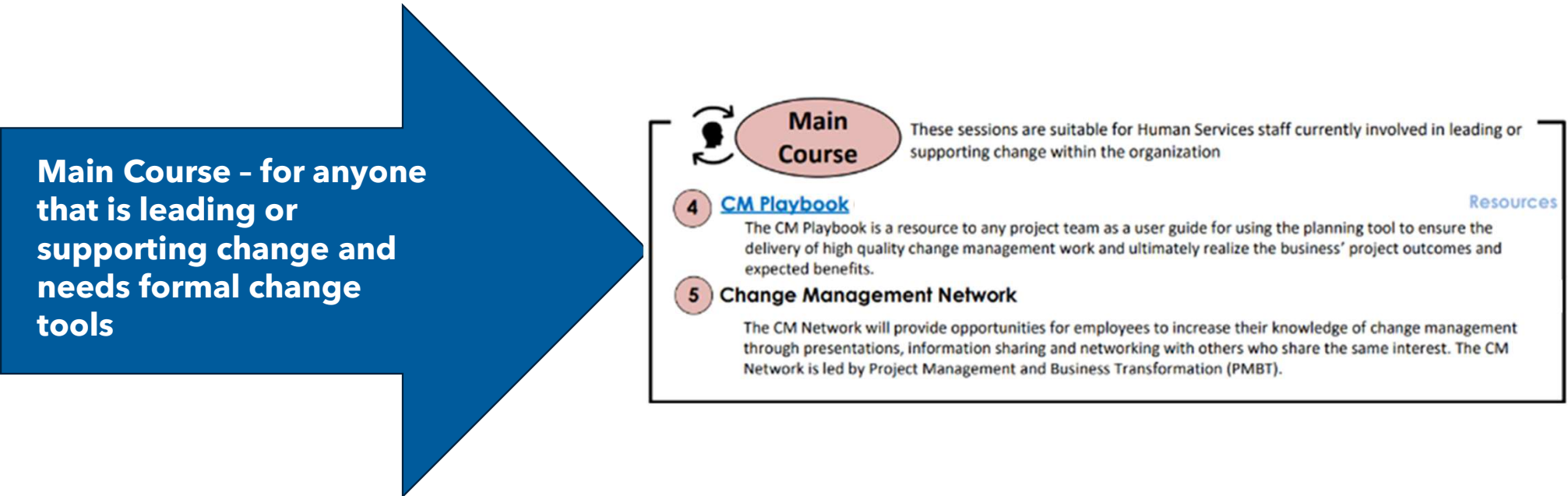
### Starters

These sessions are suitable for all Human Services staff interested in Change Management (CM)

- 1 Webinar Wednesday** Bi-Monthly  
Human Services employees facilitate change focused webinar sessions. Register through HRMS.
- 2 Change Management & You** eLearning Module  
A 25 minute self-directed eLearning that will guide participants through their significantly impactful change using the ADKAR Model.  
Located on the Learning and Performance Development Pathways page (eLearning).
- 3 Other Quick Courses!** eLearning, self-guided  
Managing Change, Training and Business Readiness, Managing Change in your organization  
– all through Learning @Peel

# HS Change Program: a la Carte Menu

**Main Course - for anyone that is leading or supporting change and needs formal change tools**



**Main Course** These sessions are suitable for Human Services staff currently involved in leading or supporting change within the organization

4 [CM Playbook](#) Resources  
The CM Playbook is a resource to any project team as a user guide for using the planning tool to ensure the delivery of high quality change management work and ultimately realize the business' project outcomes and expected benefits.

5 **Change Management Network**  
The CM Network will provide opportunities for employees to increase their knowledge of change management through presentations, information sharing and networking with others who share the same interest. The CM Network is led by Project Management and Business Transformation (PMBT).



# HS Change Program: a la Carte Menu

**Dessert - for anyone that wants to take their learnings further**

**Opportunities to get involved in change**



## Dessert

These sessions are suitable for staff currently involved in leading or supporting change and want to take their learnings further

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### [Change Program Pathways Page](#)

As Required

Visit our Pathways page for resources, updates and upcoming events!

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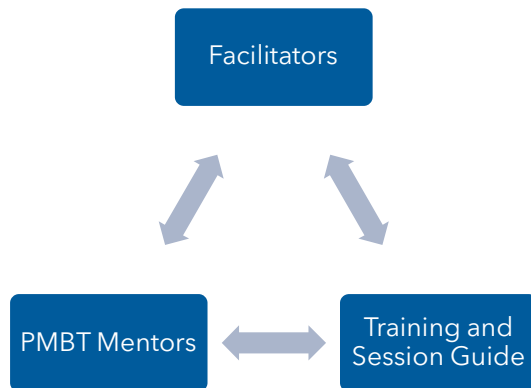
### [Employee Ambassador Program](#)

Ongoing

The Employee Ambassador Program launched across the organization in October 2018. Our Human Services Employee Ambassadors have made an 18 month commitment to support all employees to understand and embrace the refreshed Regional Values. They play a key role in supporting outreach and engagement of the many organizational changes underway that play a role in advancing our organizational culture. For further information about the Ambassador Program and the activities within the department, please feel free to connect with one of our Human Services Employee Ambassadors. Full list of Ambassadors can be viewed through the Culture and Inclusion Office/Employee Ambassadors.

# HS Change Program: Webinar Wednesday

## The Structure



- Virtual sessions
- 6+ times a year
- Facilitators choose topic and media
- Facilitated discussion

## Topics Covered

Previous sessions included:

- Diversity, Equity and Inclusion
- Resiliency @ Work
- Handwashing - Behavioural/Cultural Change supported by ADKAR
- Personality Types and Strengths

## What's in it for staff?

- Facilitation skills
- Networking with colleagues across Human Services
- The latest around change management

"[I want to be a mentor because] I want to pay it forward for the great experience I received as a facilitator."

- 2024 Mentor (previous facilitator)



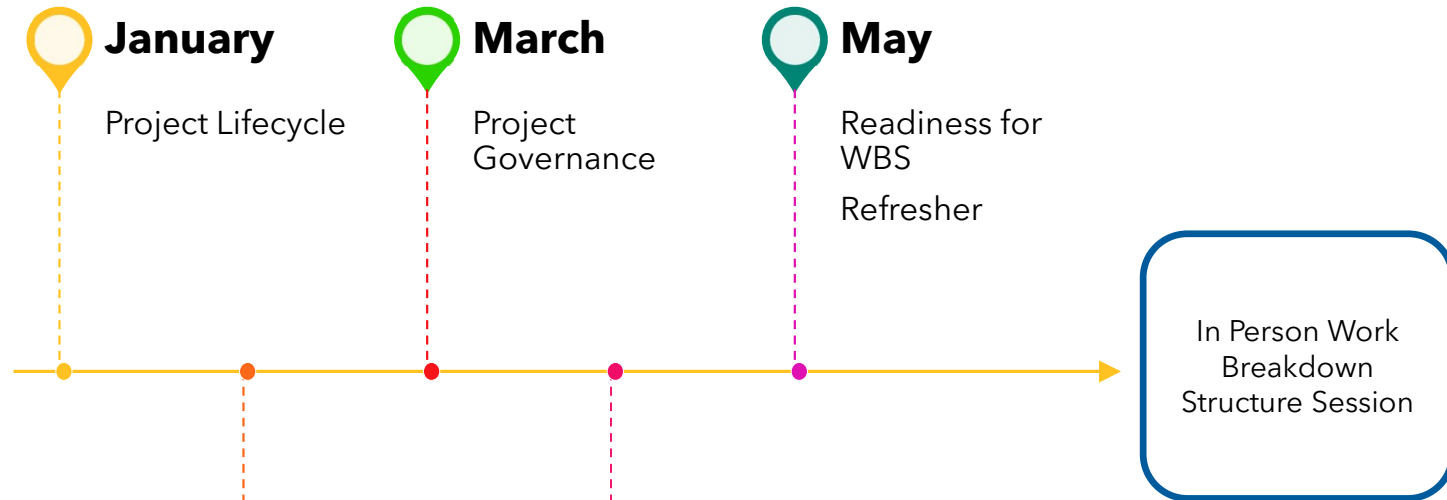
# The Project Management Network

The Human Services Project Management (PM) Network is a cross-divisional group which aims to build the competency and increase the capacity of Human Services staff to effectively and efficiently use PM principles in all areas of:

- operations;
- program and project planning;
- implementation; and
- evaluation



# What's in store for 2024?



Hypothetical Project example used throughout

# What's in store for 2024?



Hypothetical Project example used throughout

# PM Network - By the numbers

94 members

Representing all 5  
Human Services  
Divisions

Public Works, Corporate  
Services, Health  
Services

Coordinators, Specialists,  
Advisors, Managers,  
Supervisors, Project Managers

30% attendance

100% positive feedback

# Development and Advancement Opportunities

## 2022 How Are you Doing (HAYD) Survey



- Growth/Development identified as a key area for improvement
- 50% of respondents answered favorably - *"I am satisfied with advancement opportunities" and "I have opportunities to achieve my career goals."*

These programs offer staff the following opportunities:

1. Learn about PM & CM

2. Opportunities to lead/facilitate/mentor

3. Networking

# Questions?





# Breakout Group: Questions

1. What is your organization's level of maturity for CM / PM?
2. Do you have a project management community of practice similar to our PM network within your organization?
3. Do you have a change management community of practice similar to our Change Program within your organization?
4. Is this something you would be interested in trying within your organization?



# Thank you!

- Slides and supplementary material will be available online following the Forum (give us a couple days on the brainstorming materials)
- **AM group** - lunch will be starting very soon in the cafeteria
- **PM group** - we have a little networking break before the afternoon's speakers
- Interested in speaking? Contact me! *Rachel Patterson, Rachel.Patterson@peelregion.ca*

## AGENDA

PSPMF 2024   
Public Sector Project Management Forum

### AFTERNOON

1:30 p.m.

#### Breakout Session GROUP A

Increasing Project Management and Change Management Capability in Your Organization

Location: Peel Conference Centre

#### Breakout Session GROUP B

Redefining Workspaces for Hybrid Success: The Tour

Location: Meet in Lobby

2:15 p.m.

Networking Break

Afternoon Refreshments

2:35 p.m.

Due Diligence to Enable Project Success

**Dean Plater**, Managing Director, Infrastructure Advisory, Colliers Project Leaders

3:05 p.m.

#### Lightning Talks

Transition to Run, From Project to Operations

**Fred Terra**, Director, Enterprise Applications, Peel Region

Benefits of Aligning Project Management & Tracking with a Service Management Platform

**Paul Kelsey**, Manager, Sales and Services, Kifinti Solutions Inc.

Mississauga in Resilient Times

**Jane Gallant**, Project Management Support Office, City of Mississauga

Charging Down the Path to Zero Emissions

**Adam Vaiya**, Advisor, Climate Change & Energy Management, Peel Region

Managing Makerspaces: A Strategic Approach

**Mark Georgui**, Manager, Web & Database Solutions, Hamilton Public Library

Transitioning from Old to New, Journey to ServiceNow

**Beth Dunford**, Manager Portfolio Governance & Analytics, City of Toronto

3:50 p.m.

Closing Remarks and Door Prizes  
PSPMF Steering Committee