

09:00- 9:30	<ul style="list-style-type: none"> <li>• Welcome and introduction</li> <li>• Analysing Business Needs as a Process</li> </ul>
9:30-10:30	<ul style="list-style-type: none"> <li>• SWOT Analysis</li> <li>• Basic Financial Indicators</li> <li>• Business Analysis Core Concepts Model</li> <li>• Work Breakdown Structure Applications</li> </ul>
10:30-10:45	Break
10:45-12:00	<ul style="list-style-type: none"> <li>• Stakeholder Identification and Analysis</li> <li>• Planning Strategies Based on Stakeholders' Resistance Analysis</li> <li>• Change</li> <li>• Milestones</li> <li>• Network Diagrams</li> </ul>
12:00-12:30	<ul style="list-style-type: none"> <li>• Break</li> </ul>
12:30-14:00	<ul style="list-style-type: none"> <li>• Network Diagrams</li> <li>• RA(S)CI Matrix</li> <li>• TEAM</li> <li>• Change Management ADKAR</li> </ul>